

A close-up photograph of a person's hand holding a black walkie-talkie. The person is wearing a white shirt and a black belt with a silver buckle. The background is blurred.

SECURITY

ADMINISTRATION



TABLE OF CONTENTS

SECURITY ADMINISTRATION

Loss Prevention Profile: Management Position	SA 1
Assertive Hospitality	SA 2
Chain of Command and Reporting Relationship	SA 3
Investigation Procedures	SA 4
Emergency Procedures	SA 5
Physical Hazard Inspection	SA 6
Weapons	SA 7
Use of Handcuffs	SA 8
Use of Contract Security Guard Services for Guest Functions	SA 9
Use of In-House Security Personnel for Guest Functions	SA 10
Use of Contract Security Guard Services	SA 11
Requesting Assistance from Local Law Enforcement Authorities	SA 12
Collection and Preservation of Evidence	SA 13
Request for Confidential Information	SA 14
Pre-Employment Screening	SA 15
Security Officer Training	SA 16
Uniforms and Equipment Guidelines	SA 17
No Solicitation Policy	SA 18
Guestroom Area Key Control Procedures	SA 19
First Aid Treatment & Equipment	SA 20
Control and Monitoring of CCTV Equipment	SA 21
Security Recordkeeping Procedures	SA 22
Turnover/Handover Checklist	SA 23
Glossary of Terms	SA 24



SA 1
LOSS PREVENTION PROFILE: MANAGEMENT POSITION

1. Education

- An understanding of written and spoken English.
- Graduation from an accredited university or four years work experience in the security/safety field or four years work experience in the hospitality field or a combination thereof.

2. Whole Experience

- Applicants should possess some previous supervisory or management level work experience.
- Work experience should reflect job accomplishments with consistent and steady job/salary progression.

3. Other Considerations

Applicants should possess (or have the potential) for the following traits:

- Administrative experience
- Professional demeanor
- Willingness to relocate
- Good interpersonal skills
- Outstanding personal integrity
- Effective communications skills
- Sound reasoning skills and sense of logic
- First Aid/CPR Certified

Internal candidates should have the support of their direct report, Director of Human Resources and the Hotel Executive Committee. Area/Regional Security Director should be notified when a candidate succeeds in securing the position. Area/Regional Security Director can be of assistance when the property is looking for a qualified candidate internally and externally. They should also be notified when transferring an employee from another property.

**SA 2**
ASSERTIVE HOSPITALITY**RESOURCES**

Loss Prevention Training Manual: Module 1 "Hospitality"
Area/Regional Security Director

OVERVIEW

Typically, guests of our hotel expect the Security professional to answer questions efficiently and courteously. They expect that we provide a secure environment while not creating an experience which appears threatening or uncomfortable. Technical knowledge and situational management skills are necessary qualifications of an effective Security professional. Knowing what to do is only a part of the job requirement; knowing how to do it is the remainder of the job requirement; doing it in a professional and hospitable manner is an equally important part of the job requirements.

PROCEDURES

1. Each Security personnel should complete the Loss Prevention Certification Program at their property within the first 90 days of hire.
2. Performance reviews should have hospitality criteria established by the Security Director and approved by the hotel management team. These performance criteria should be structured to objectively review the performance of each employee.
3. Hotel incentive programs can be established, such as Security Officer of the Quarter Award, etc. The Security Officer's hospitality skills as well as technical performance should play a major role in consideration for such awards.
4. Ongoing hospitality skills training should be a part of each security department's periodical trainings, for example daily 15-minute training and monthly department meeting.



SA 3
CHAIN OF COMMAND AND REPORTING RELATIONSHIP

RESOURCES

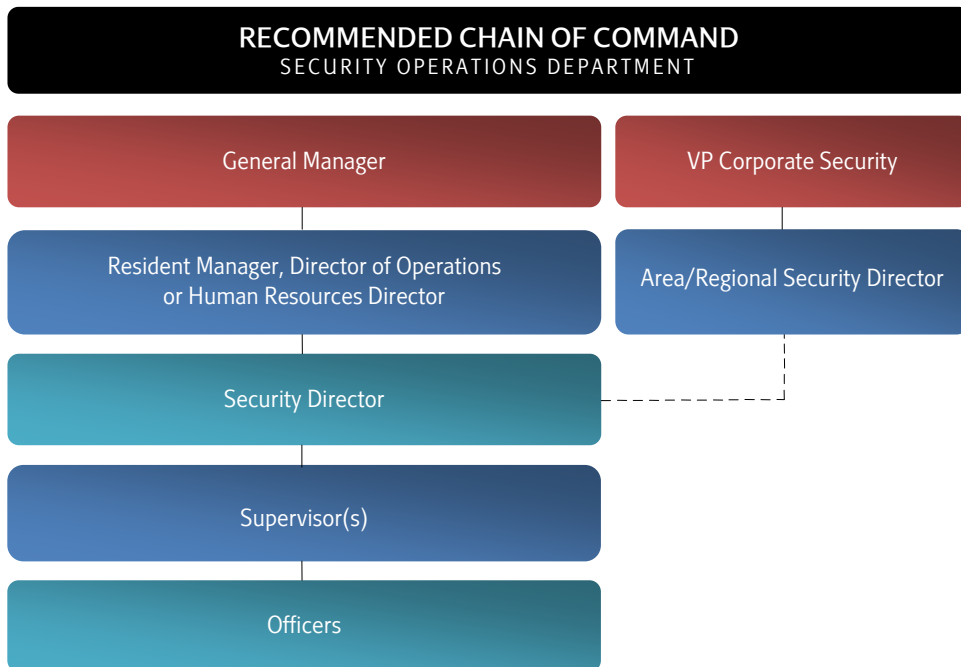
Regional/Area Security Director
Local Standard Operating Procedure
Human Resources Department

OVERVIEW

The suggested chain of command and reporting relationships are explained below. An organizational chart is displayed for the security function.

PROCEDURES

1. Since security/security departments differ in jobs such as Loss Prevention supervisors, loss prevention dispatchers and Security Officers, further breakdown of the chain of command should be tailored to suit property requirements.
 - Establish the chain of command with the assistance of the General Manager, Resident Manager, and/or Director of Human Resources.
 - Develop and post a chart similar to the following:





SA 4 INVESTIGATION PROCEDURES

RESOURCES

Area/Regional Security Director
Loss Prevention Training Manual: Module 2

OVERVIEW

The principal instances where investigative techniques could be utilized in hotels include, but are not limited to:

1. Alleged guest losses from hotel rooms
2. Stolen cars and related thefts
3. Missing hotel equipment
4. Cash shortages
5. Gift shop losses
6. Linen shortages
7. Assaults
8. Arson
9. Vandalism, etc.

The following procedures outline basic investigative techniques.

PROCEDURES

1. Under the direction of the Security/Loss Prevention Director or manager in charge of security at the hotel, each security incident should be investigated quickly and thoroughly by Security personnel or the designated employee and law enforcement authorities, as necessary.
2. In the course of investigating a reported loss or other incident, any queries or statements regarding the hotel's or Marriott's responsibilities should be directed to the General Manager of the property or to the local insurance broker.
3. The primary purpose of an incident investigation is to determine the facts, and where possible, locate or retrieve the lost property and identify the person(s) involved. The investigation should include:
 - A complete security incident report.
 - Interviews with all person(s) involved, including the who, what, when, where, why, and how.

- Initial corrective measures implemented.
 - Documenting and including in the report any additional information gathered. This may include the use of photographs. The guest should always be given the option to file a police report. The police department should always be notified by a security officer of the hotel, unless conditions permit the guest to request otherwise.
 - Permission from the guest(s) to conduct a thorough search of the room in the guest's presence (if time is not a critical factor) when investigating the reported loss of easily concealed or misplaced items, i.e., cash, jewelry, other small articles.
 - Additional areas and information for inquiry, depending on circumstances and facts, concerning a reported loss should be documented. The security officer needs to review all possibilities concerning the reported loss and investigate each fully, as each incident can vary greatly.
 - The Area/Regional Security Director should be contacted when the loss of property value is greater than \$10,000 USD.
4. Interviewing/investigating, report writing and preservation of evidence techniques can be found in Module 2 of the Loss Prevention Training Manual.



SA 5 EMERGENCY PROCEDURES

RESOURCES

Area/Regional Security Director
Regional VP of Engineering
Local Fire Marshall, Law Enforcement Authorities
Crisis Management Plan for International Lodging
International Security Operations Website
Business Continuity Website
Security Operations Resource Library

OVERVIEW

The safety and security of guests, employees and property are of utmost importance in establishing the emergency policy. Properties will have different plans based on existing equipment, i.e., fire control location and configuration. With the help of local agencies and the engineering department of your hotel you should develop a plan. You will need a complete physical survey of the property as you develop your emergency plan. This should be a part of your local crisis management plan.

Once emergency plans have been developed, to maximize their effectiveness, they must be tested on a regular, ongoing basis. Properties must certify MIP30 compliance to their regional office's business continuity plan coordinator by completing the MIP30 certification survey on a yearly basis.

PROCEDURES

1. Emergency procedures should be developed for:

- Fire
- Evacuation
- Bomb Threats
- Structural Collapse and Explosion
- Floods*
- Hurricanes/Typhoons*
- Tornados*
- Winter Storms*
- Earthquake*
- Emergency Shutdown of HVAC System
- Power Outages

2. Emergency plans should include:

- Plans for implementing Threat Condition procedures (Blue, Yellow, and Red) as outlined in the Crisis Management Plan
- Responsibilities of those involved:
 - PBX/At Your Service/Delighted to Serve
 - Bellman/Doorman
 - Front Desk
 - Housekeeping
 - Engineering
 - Security
 - Management Staff
 - Other Employees
- Evacuation Procedures
- Hotel Emergency Team/Emergency Organization Operations
- Public Relations
- Follow-Up
- Review
- Drills/Skills Training
- Inspections
- Fire Protection and other Emergency Equipment Instructions

* Based on geographical location



PROCEDURES
FIRE

1. Whenever a fire condition is discovered, a general alarm must be sounded.

NOTE: Hotels should check with their local fire department to determine their policy on alarm silencing and resetting.

2. P.B.X. or designated position will follow-up by calling the Fire Department by phone, unless a direct link from the alarm to the Fire Department exists.
3. The Hotel's Fire Emergency Team will report to the fire scene and report to the general manager or the designated representative at the command center. A decision on evacuation will then be made. (If hotel is uncertain, the fire chief will assist with the decision when he/she arrives).
4. If the decision is made to evacuate, provide assistance to the handicapped.
5. Communicate to guests what is happening.
6. Report the fire to the [Claims Service](#) if there is any injury or guest property damage. Also, report the fire to your Regional Security Director for follow-up response to the property.
7. Report all fires to corporate [Fire Prevention](#) Director via ([Fire Report Form](#))
8. Document all losses, costs to repair/replace, business interruptions, etc.
9. Fire drills should be conducted on a routine basis and documentation should be retained.



PROCEDURES
NATURAL DISASTERS

1. PREPAREDNESS

Properties in areas where severe weather or other natural disasters could occur (e.g. earthquake, hurricane, tornado, etc.) should:

Have specific procedures in place including:

- Evacuation and/or notification of guests
- Sufficient level of personnel available
- Proper supplies on hand (flashlights, light sticks, cell phones, radios, etc.)
- Check emergency generator
- Consideration of whether future reservations will be accepted
- Transportation availability (for customers and employees)
- Telephone numbers of local emergency personnel
- Securing of company records and cash
- Designated on-property and off-property shelters and shelter-in-place policy

For more information on Hurricane Planning:

[Hurricane Planning Guide](#)

[Hurricane Emergency Procedures Templates](#)

2. RECOVERY

It is a good idea to pre-plan the steps your property should be prepared to take once a natural disaster has subsided including:

- Securing the site
- Surveying and taking photographs for damage/injuries – submitting reports and estimates to casualty claims: arranging for medical treatment
- Evacuation/relocation of guests
- Salvage operations – identify contractors and personnel
- Ensure fire protection system is operable as soon as possible



PROCEDURES
BOMB THREAT

Bomb threats are a part of being involved in a highly visible industry. Even though the majority of bomb threats may be hoaxes, the hotel should take the threat seriously. Therefore, it is extremely important that the procedures established for handling a bomb threat are understood and followed.

Bomb threats are usually delivered by telephone and are usually given to the first person to answer the telephone who in a hotel is normally the P.B.X. Operator or Front Desk personnel.

1. General Telephone Guidelines

- Be calm, courteous, listen, and do not interrupt the caller.
- Keep the caller talking.
- Did the caller seem familiar with the building by his description of the bomb location?
- Use the Bomb Threat Form (located in the 'Appendix' section in the Crisis Plan as well as on the following page) to record all of the important information you can about the call.

Be sure to notify the General Manager or person-in-charge and the supervising security officer (if applicable) IMMEDIATELY after receiving the call!

- Operator Procedures
- Manager on Duty (MOD) or Person-in-Charge Procedures
- Security Officers Procedures
- Engineering Procedures
- Bomb Search Checklist
- All Other employee Procedures

OPERATOR PROCEDURES

The P.B.X. Operator or Front Desk Clerk is usually the one who receives the call. The Operator or clerk should attempt to keep the caller on the phone as long as possible.

Using the [Bomb Threat Form](#), ask where the bomb is located, when it will go off, why the bomb was placed, what kind of bomb it is, what the caller's name is. Advise the caller that a bomb could cause injury or death to innocent persons.

Write down the exact words used by the caller and any details you can think of, such as caller's sex, age, any characteristics of the caller's voice: accent, loud, quiet, intoxicated, deep voice, or high pitched, raspy; patterns of speech: fast, slow, stuttering, clear and distinct; apparent attitude of caller: laughing, angry, coherent, calm, self righteous. List any background noises heard during the call such as traffic, airplanes, animals, music, party noises, trains, public address announcements, etc.

ALERTING KEY STAFF MEMBERS

Upon completion of the call, notify the following staff, if applicable, at your property:

- General Manager
- Operations Manager
- Security Director
- Chief Engineer
- Engineer on Duty
- Marketing Director (for Public Relations)

Notify the Police Department, Regional Security Officer (R.S.O.) at the U.S. Embassy/Consulate and your Area/Regional Security Director.

MANAGER ON DUTY (MOD) OR PERSON-IN-CHARGE PROCEDURES

Report to the P.B.X. area when notified of a bomb threat.

If a location was given in the threat, have Security employees and Engineers or designated staff members initiate a search of that area, and request the manager of that area to assist with the search.

- **At all times, the search should be thorough, but done discreetly and quietly**
- **Any suspicious packages must not be disturbed**

Inform the Police Bomb Threat Squad of the suspicious package and let them check it. In the meantime, quickly but quietly evacuate the area around the package.

The Person-In-Charge will remain at the P.B.X. area at all times to direct the activities of the responding staff members during the threat.

If the bomb threat is non-specific and no location or time for the explosion is given, the threat may be regarded as a possible hoax. However, the Police will be contacted and advised that we will conduct a search. Have Security employees, Engineers or other pertinent staff members conduct a general search of the property.

If the threat is specific as to location, time and/or type of bomb, a full scale search will be initiated, using personnel from each area (as these people will be more familiar with anything out of place in their area) as well as Security employees and Engineers, if applicable. If specifics include the location, advise the

bomb squad of the location and of any suspicious packages in that area. Additionally, plans for evacuation should be considered at this time.

SECURITY EMPLOYEES

NOTE: Use caution when operating a radio. Certain frequencies can set off a bomb. The guideline is to remain 50 yards from any suspicious package when using a radio.

- Deliver a radio to the Manager On Duty (MOD) at the P.B.X. area and assist in the search using the Bomb Threat Search Checklist.
 - Maintain contact with the MOD by radio at all times.
 - Notify MOD by radio of any suspicious packages.
 - If a decision is made to evacuate, assist with the evacuation and reassuring hotel guests.
-

ENGINEERING PROCEDURES

Upon notification of a bomb threat, report to the P.B.X. office for assignment to assist with the search using the Bomb Threat Search Checklist. Maintain contact with the MOD by radio during the search. Assist in other areas as assigned by the MOD.

NOTE: Make sure a staff member is available to direct the Police or other authorities upon their arrival.

BOMB SEARCH CHECKLIST

PUBLIC AREAS

- Ash trays, urns, and potted plants
- Packages behind furniture
- Trash cans
- Fire hose or extinguisher cabinets
- Storage areas

RESTROOMS

- All stalls – behind toilets, in tank, and on backs of doors
- Trash cans
- Under sinks

STAIRWELLS

- Particularly behind water pipes

OUTSIDE – ADJACENT TO BUILDINGS

- All planter areas
- Trash cans
- Careful of suspicious parked vehicles closed to buildings.
- Storage sheds or cabinets

ROOF

- All natural hiding places

ALL OTHER EMPLOYEES' PROCEDURES

1. In case of a bomb threat or other hotel emergency, EMPLOYEESs should remain calm and be reassuring to our guests.
2. In the event of a bomb threat, it is important for the person receiving the threat to record exactly what was said. The caller should be engaged in conversation to obtain as much information as possible about the location of the bomb, when it is to be detonated, why it is in the hotel, and who is responsible. Attention should be given to any background noises, tones, or accents which might help in identifying the caller.
3. Respond to any guest inquiries by first advising them to stay calm. Unless evacuation is called for, it is best to recommend that guests remain in their rooms.
4. All employees must become familiar with the following items so that they know them by memory and can practice them by instinct in case of an emergency. We can best protect ourselves, our guests and the property if we are well informed.
 - Know the location of, and how to operate all fire protection equipment in your work area; including the fire alarm pull station.
 - In general, while bombs are often concealed from view, employees should nevertheless pay attention to objects that appear unusual or out of place. Examples of such items include an untagged briefcase in a back-of-the-house area, or a shoebox hidden behind a toilet in a public restroom. Any such items should be reported to management immediately.
 - Employees in other departments who are not members of the Emergency Team should perform normal duties unless instructed by a member of the Emergency Team to assist in evacuation procedures.
 - The on-duty Emergency Team leader and his assistant should form small groups of search personnel to work with Police and/or Fire officials as requested. These teams should include those persons most familiar with the areas being searched.
 - All other Emergency Team members should assemble at the P.B.X. area to await instruction.



SA 6 PHYSICAL HAZARD INSPECTION

RESOURCES

Safety Management Guidelines
Security Operations Website
Security Operations Resource Library
Job Safety Analysis (JSA)
Loss Prevention Training Manual: Module 2 – Patrols
Security Operations/Risk Management Web-based Training

OVERVIEW

The identification and elimination of physical hazards is an integral part of an effective Loss Prevention program. Additionally, the records of inspections are important in ensuring and documenting reasonable care.

PROCEDURES

1. Patrol rounds are activities which should include the identification, elimination and documentation of physical hazards in the public and private areas of the property. Several suggestions for the inspection include:
 - Use of the Safety Management Guideline Manual tab on "Physical Hazard Identification." (SAMG 4)
 - Review of recent employee and guest accident records from Incident Reporting Application to report target inspection efforts.
 - Special concentration on slip/trip hazards in all areas of the hotel. Inspections should identify torn or loose carpet, slippery or uneven walk surfaces, inadequate lighting, etc.
 - Training Security Officers in "Conducting and documenting a property tour." Using web-based training.
2. Documentation of physical hazards should include a record in the daily activity log (see below) and the completion of a safety work order.
3. Potentially dangerous hazards should be rectified or eliminated as soon as possible. Until the hazard can be removed, the area should be blocked off to avoid injury to guests or employees.

**SA 7
WEAPONS****RESOURCES**

Area/Regional Security Director
Law Department
Regional Vice President of Human Resources

OVERVIEW

This policy is being issued in the interest of promoting a safe and secure work environment. Each property should check with their Regional Security Director and Corporate Legal Counsel to determine the need for security officers to be armed.

PROCEDURES**Employees**

Under company's Conditions of Employment, any employee may be discharged without prior warning, for possession of a lethal weapon on company premises. The only exception is licensed, duly sworn law enforcement personnel acting as security or in the course of their official duties.

Security Officers may not carry offensive weapons during the performance of their duties. Exceptions to this policy need to be approved by the Vice President of Corporate Security.

Guests

In some countries that allow citizens to carry weapons, properties should check with their Regional Security Director to determine the weapon handling procedures.

If a weapon is found in a guestroom by an employee, the following procedures apply:

- The room should be locked out until the guest can return and take possession of the weapon. The guest should be informed that the room will not be cleaned or serviced while the weapon is left in the room unattended.
- If a weapon is found in a room where the guest has checked out, the room should be secured and the police notified. The police should respond and take possession of the weapon.
- No employee should handle a weapon unless that employee has training and experience with weapons, and then only to move the weapon to a secure location as soon as possible.

Every reasonable effort should be made to secure a weapon in a safe deposit box upon a guest's request. The guest should be informed that employees will not handle the weapon – the guest should place the weapon in the safe deposit box, unloaded. If a guest requests that a weapon be stored that does not fit into a safe deposit box, he or she should be informed that storage for a weapon that size is unavailable and that the guest should make other arrangements.



SA 8 USE OF HANDCUFFS

RESOURCES

Area/Regional Security Director
Local Law Enforcement
Law Department

OVERVIEW

The use of handcuffs by security personnel can become an action resulting in major liability. Therefore, it is division policy to discourage the handcuffing of individuals. However, where necessary, the use of handcuffs may be justified. The following procedures outlining authorization and approval must be utilized.

PROCEDURES

1. Handcuffs should not be utilized on the hotel premises until:
 - Authorized by:
 - General Manager
 - Area/Regional Security Director
 - Local authorities have authorized legal use by Security personnel in that jurisdiction.
 - Formalized training on safe use, and legal restrictions by local law enforcement personnel is completed.
 - An LSOP is developed detailing when security personnel may use handcuffs and under what circumstances. It must be made clear that use of handcuffs could constitute an arrest.
2. Generally, handcuffs should be used only when:
 - The person in question must be restrained due to their violent nature toward guests, employees or property.
 - Arrest is imminent by local law enforcement authorities.
 - If time allows, permission from the General Manager should be obtained. If this is not possible, he/she should be notified as soon as possible (ASAP).

**SA 9****USE OF CONTRACT SECURITY GUARD SERVICES FOR GUEST FUNCTIONS****RESOURCES**

Vice President of Corporate Security
Regional/Area Security Director
Legal Manual
Director of Human Resources

OVERVIEW

The purpose of this guideline is to set forth parameters which contract security services for guest functions may operate on property.

Note: Contract security should not be used to replace our proprietary loss prevention staff without agreement from International Security Operations and Legal Department.

PROCEDURES

1. The Security Director/Supervisor should maintain an up-to-date list of acceptable contract firms for the use of meeting planners and/or internal needs.
2. The selection process for outside contract guard services should be structured and complete, and should include:
 - A copy of the agency's current license to do business in the city, country.
 - Documented verification of prior business experience with reference checks of those contacts.
 - Review of the agency's in-house hiring, placement and training requirements. Additionally, the past performance of the proposed individuals to be contracted should be screened.
 - A copy of current certificate of insurance naming operator and the hotel owner as additional insureds.
Note: Insurance certificates should be renewed on an annual basis.
 - Identification of agency contact person to facilitate business needs, and problem resolution.
 - Review of local policies for working on the property.
 - Drafting and signature of the agreement for security with limitations of liability. (See following pages).

3. Once qualified contract security service companies have been selected, the following steps should be taken:
 - Notification of the acceptable contract firms (minimum of three) should be given to the Sales, Events Departments so that this information can be given to clients.
 - Contract Guard Services hired by Hotel clients should be apprised of:
 - Hotel policies and procedures.
 - No weapon policy; unless specific approval from Vice President of Corporate Security has been obtained.



SA 10
USE OF IN-HOUSE SECURITY PERSONNEL FOR GUEST FUNCTIONS

RESOURCES

Regional Security Director
Law Department Website

OVERVIEW

This guideline establishes the parameters under which hotel in-house security personnel may perform security services for guest functions in the hotel. Although this practice has been discouraged, it is permitted under certain circumstances (the use of qualified, licensed and properly insured outside agencies or law enforcement should be encouraged whenever possible).

PROCEDURES

1. Adhere to all hotel policies and procedures.
2. All work should be performed “on the clock”, however, the assigned Security Officer should not respond to other hotel needs, fire drills, etc., unless an emergency exists.
3. Clients should be charged a competitive rate which will at least cover the average overtime rate for security personnel, plus a percentage charge to cover benefits and profit.
4. A property L.S.O.P. should be developed to deal with the specific issues of coverage, payments, duties, etc.
5. Any agreement for Marriott’s in-house personnel to perform security services must include a limitation of liability clause insulating the hotel from losses suffered by the client.
6. A fair selection method should be developed to determine how staff members fill in-house coverage.



SA 11 USE OF CONTRACT SECURITY GUARD SERVICES

RESOURCES

Director of Security
Regional Director of Security
Law Department Website

OVERVIEW

The purpose of this guideline is to set forth parameters which contract security services for guest functions may operate on property.

Note: Contract security should not be used to replace our proprietary security staff without agreement from International Security Operations.

PROCEDURES

1. The person overseeing security should contact the hotel's Regional Security Director to assist in assessing the need for contract security services.
2. The selection process for outside contract guard services should be structured and complete, and should include:
 - A copy of the agency's current license to do business in the country.
 - Documented verification of prior business experience with reference checks of those contacts.
 - Review of the agency's in-house hiring, placement and training requirements. Additionally, the past performance of the proposed individuals to be contracted should be screened.
 - A copy of current certificate of insurance naming operator and the hotel owner as additional insureds.
Note: Insurance certificates should be renewed on an annual basis.
 - Identification of agency contact person to facilitate business needs, and problem resolution.
 - Review of local policies for working on the property.
 - Drafting and signature of the agreement for security with limitations of liability.
Note: Never sign a contract security company's contract. Only Company's approved contract should be used.

3. Once qualified contract security service companies have been selected, the following steps should be taken:
 - Contract Guard Services hired by Hotel clients should be apprised of:
 - Hotel policies and procedures.
 - No weapon policy; unless specific approval from International Security Operations has been obtained.
 - Written post orders must be issued to the contract guard service.
 - The contract guard service must supply the hotel with daily security logs reflecting the time, location and activity description of the officers at all times.

**SA 12****REQUESTING ASSISTANCE FROM LOCAL LAW ENFORCEMENT AUTHORITIES****RESOURCES**

Area/Regional Security Director
Local Law Enforcement Authorities
Legal Manual

OVERVIEW

The following procedures outline guidelines for requesting law enforcement involvement on property.

PROCEDURES

1. Minimum guidelines should include:

- Contact with local law enforcement authorities as to how they respond to assistance calls, i.e., thefts, robbery, parking lot incidents, etc.
- Notifying the General Manager or Manager on Duty (MOD) per local standard operating procedures.
- Securing proper approvals for any special investigative work (see guidelines on setup rooms) or other illegal activity investigations.
- Utilizing of law enforcement officials should be established in a manner which will consistently ensure continued support for the hotel's security needs. This cooperative working relationship could result in the hotel providing information on employees and patrons from time to time. When such requests are made, the division procedures on release of information must be followed.



SA 13 COLLECTION AND PRESERVATION OF EVIDENCE

RESOURCES

Area/Regional Security Director
Loss Prevention Training Manual: Module 2

OVERVIEW

This guideline defines the general approach the hotel security function should follow when criminal or civil litigation may involve materials, documents or witness statements.

PROCEDURES

1. Crime Scene

- When a crime has taken place or is suspected, the involved area of the hotel should be secured. Witnesses to the event should be retained for formal interviews with law enforcement personnel. No one should enter the secured area under any circumstances without law enforcement authorization.
- Security personnel should not collect statements prior to law enforcement arrival, except when the hotel or hotel personnel are party to potential civil or criminal charges or assertions.
- Crime scenes should only be released by law enforcement personnel.

2. Evidence

- Evidence related to a case should be secured with witnessed documentation. These materials or documents should be maintained with the established chain of custody until turned over to the appropriate legal, claims management and/or law enforcement authorities.
- Ensure it is labeled and secured.



SA 14 REQUEST FOR CONFIDENTIAL INFORMATION

RESOURCES

Area/Regional Security Director
Legal Manual

OVERVIEW

The following guidelines pertain to the release of information concerning guests and employees to outside inquiries.

PROCEDURES

1. Guest of the Hotel

- Local laws in some countries protect the hotel guest against unwarranted disclosures of hotel records which may be sought by various law enforcements.
- Unless local laws/regulations state otherwise, all information of a substantive nature can only be released with a properly served subpoena*. The existence of such information, however, can be verified without a warrant. In other words, we can advise requesting parties of the existence of records covering the nature of their inquiry, but we cannot release the documents or read information from the documents without a subpoena. Under special circumstances, information may be released with appropriate communication that is legally binding; contact a Regional/Area Security Director to discuss these special circumstances.
- In cases of "hot pursuit", where time is of the essence in apprehending a suspect or preventing a crime, hotels should cooperate fully with law enforcement.
- When the guest is suspected of a crime against the hotel, that guest's information may be released to authorities without subpoena.

2. Employees in the Hotel

- Occasionally, local law enforcement agencies and private detective agencies will request information on employees of a hotel (work records, general salary information, etc.) as a normal course of investigation. The release of this information should be decided by the General Manager and Human Resources Director with the permission of the individual in question. Contact your Area or Regional Security Director with any questions.
- When the employee is suspected of a crime against the hotel, that employee's information may be released to authorities without subpoena.

In special circumstances, information may be released to law enforcement without a subpoena in an investigation of terrorist threat.



SA 15
PRE-EMPLOYMENT SCREENING

RESOURCES

Regional/Area Security Director
Regional Vice President of Human Resources
Property Director of Human Resources

OVERVIEW

The screening of applicants for employment to work in the hotel is primarily the responsibility of the Human Resources Department or designated property management.

The hotel may, if not prohibited by local restriction, make use of pre-employment screening services.

The following guidelines are provided to assist in this screening of the security officer/designated employee whose jobs, because of the sensitive nature of their work, require stringent screening.

PROCEDURES

1. Follow the hotel's LSOP for job requirements.
2. Reference checks should be done on those individuals in charge of security functions.
3. Interviews for the person in charge of security functions should:
 - Establish realistic standards for selection.
 - Create the best possible surroundings for the interview. Privacy and freedom from interruption are very important.
 - Obtain as much information from the applicant as possible on background, salary, employment history, career and personal objectives.
 - Clearly describe the duties and responsibilities of the position.
4. Any applicant who will have security duties as their primary function is required to have a criminal history background check completed. This policy also applies to internal candidates applying for a transfer or promotion into a security position.
5. In all cases where the law imposes standards upon the hotel's businesses or business operations which differ from this guideline, the applicable law will take precedence over the guideline. And, in some countries, the means to conduct formal, reliable, lawful criminal background checks that are consistent with the objectives of this guideline may not exist. In such circumstances, hotel management should implement uniform procedures which are likely to ensure that the security and safety objectives of this guideline are achieved.

**SA 16**
SECURITY OFFICER TRAINING**RESOURCES**

Regional/Area Security Director
Security Officer Certification Program
Local Law Enforcement
Local LSOPs
International Security Operations Website
International Security Department

OVERVIEW

Each operation should have its own minimum standards of training in the area of security, safety, fire prevention, and crisis management.

PROCEDURES

1. Newly hired security officers must complete and become certified in the LPO Certification Program within the first 90 days of hire. Any individual who fails to become certified should not pass his/her probation. Security officer skills training should be an ongoing part of the department function.
2. Various training materials are available from the International Security Operations website.
3. Additional outside training resources should be utilized such as the fire department, local law enforcement agencies, the Red Cross, Regional Security office at the U.S. Embassy, etc.
4. Basic training requirements should include a review of:
 - Local Security Management Standard Operating Procedures (LSOPs)
 - CPR/First Aid
 - Emergency procedures
 - Liability theory
 - Local criminal and civil statutes related to private security and hotel operations.
 - Report writing
 - Patrol/Investigation techniques
 - Local laws pertaining to hotels
 - Hospitality Skills
 - Other information as deemed necessary by local management
5. Documentation of all training should be entered into the personnel file of each security officer.



SA 17 UNIFORMS AND EQUIPMENT GUIDELINES

RESOURCES

Area/Regional Security Director
Regional Procurement
Human Resources Department

OVERVIEW

The following procedures deal with dress code, purchasing of uniforms and other equipment for hotel security personnel.

PROCEDURES

1. Procedures will differ from property to property regarding the use of uniforms. Regardless of the type of uniforms, all security officers should dress professionally. When determining which option would best suit the property's needs, contact Regional Procurement for uniform specifications and purchase information. As an alternative, identify a local uniform source or contact Area/Regional Security Director for additional resources or suggestions.
2. Other suggested equipment includes:
 - 2-way radio or cellular phone
 - Flashlight
 - Photo I.D. and/or badges or name tags with department name
 - Notepad and pen
 - Computerized patrol readers (a.k.a. tour documentation device) where applicable
3. Offensive weapons* are not to be used on hotel premises without proper written justification presented to the Vice President of Corporate Security.

* Offensive weapons may include equipment or other items which have a specific purpose of providing defensive protection in circumstances of high security risk. Offensive weapons include, but are not limited to, firearms, batons, mace, pepper spray, patrol canines, nightsticks, electrical shock instruments, etc.



SA 18
NO SOLICITATION POLICY

RESOURCES

Area/Regional Security Director
Human Resources Department

OVERVIEW

The company position on solicitation prohibits the use of company resources or work time to solicit employees on behalf of any organization. The only exceptions are company sponsored charitable organizations.

PROCEDURES

1. Procedures for dealing with individuals or groups which become involved in solicitation must be established. In general, follow those guidelines established for unauthorized visitors.
2. At no time should members of the security management function become involved in determining the application of the No Solicitation Policy without the involvement of the Human Resource Department.
3. All security personnel should be familiar with the No Solicitation Policy established within the hotel:

"Solicitation of employees during working hours by, or on behalf of, any individual, organization, club or society is prohibited. The distribution of any literature, pamphlets, or other material by or to employees in a company work area during work time is likewise prohibited."



SA 19 GUESTROOM AREA KEY CONTROL PROCEDURES

RESOURCES

Rooms Operations, Front Office SOP
Regional/Area Security Director
Local Standard Operating Procedures (LSOP)

OVERVIEW

The following procedures cover general guestroom area key control methods. Depending on the system at an individual property, adjustments and formal procedures should be established from these guidelines.

PROCEDURES

1. Guestroom Key/Card Level

- All guestrooms must have self-locking door locks with a manually or automated operated dead bolt. All doors should incorporate a night latch or chain.
- Room numbers should not be put on keys. Hotels with mechanical lock systems should develop a coding system that does not include guestroom numbers, but allows the keys to be identified for re-use by Front Desk personnel.
- Guestroom keys/cards are to be issued to a guest upon registration and re-issued only upon proof of identification to front desk personnel. The identification must be a photo driver's license, passport or other form of photo identification. Verification that the person is a registered guest should be made before re-issuance of key/card. If guest's identification has been left in the room, verify that identification before re-issuance of key/card. In addition, gather and check pertinent information before entering room with guest.

Note: If key/card has been reported lost or stolen by the guest, the room should be immediately re-keyed. Appropriate log entries must be made. A new (not a duplicate) key should be issued for either hard key or key/card systems.

- All guestroom keys/cards found in rooms by the housekeeping department should be deposited in a secured box provided on their linen cart or turned over to the front desk.
- Guestroom must be immediately rekeyed/reprogrammed if:
 - A guest key/card has been lost, misplaced or stolen
 - There is a report of theft or missing property from the room
 - A guest reports unusual activity in their room.
 - A request from a guest to rekey the room.

- Non-electronic guestroom locks must have a procedure for re-keying locks whenever a guestroom key is unaccounted for.
- A rekeying and/or recording system must be established based on the type of lock system in use. A set local procedure must be developed to ensure reasonable guest safety and security.

2. All Guestroom Master Key/Card Levels

- Master keys/cards should only be signed out to persons having an approved operational need for their use. This need must be well defined and not simply a matter of convenience or status.
There should be no excess master keys.
- All master keys/cards are to be carried only by authorized person(s) while on property, not left in drawers, carts or otherwise unattended.
- Master key/cards are not to be loaned out or passed out between employees.
- All keys/cards not in use should be secured and maintained by designated/authorized persons only.
- All key/card blanks should be maintained by the Controller, or with the written approval of the General Manager or the Director of Security.
- Any request for additional master keys/cards must be in writing and retained on file. A master key/control log must be used. The system should include names, code numbers, reason(s), dates, etc.
- Master keys/cards must be signed out and signed in on a daily basis.
- Master keys/cards should not leave the property.
- Master keys/cards must be audited daily with activity and findings noted and logged.
- In the event a master key/card is lost, the hotel section or hotel must be rekeyed/reprogrammed within a reasonable time. This activity will be noted in both the daily incident and the master key control logs.
- All employees issued keys should sign a key control agreement. This should be placed in their file.

3. Guestroom Emergency Key/Card Level

- Emergency keys/cards must be retained in a secured lock box. This lock box should be kept in security (if security is manned 24-hours a day) or designated emergency command center and be accessible in case of an emergency. All emergency keys/cards must be logged in/out when used.

- Emergency keys/cards must never leave the property and should not be permanently assigned to any individual.
- Where it is absolutely necessary, a minimum number of emergency keys/cards may be kept in security for daily use by patrolling security officers. These should be closely controlled. Each officer should sign the emergency keys/cards in/out. **Passing emergency keys/cards between officers or from shift to shift without written documentation is prohibited.**
- Emergency keys/cards should only be used for required emergency care.
- Emergency keys/cards shall be audited by each shift with activity logged in the daily security incident log.
- In the event that an emergency key/card is lost, the hotel guestrooms must be rekeyed/reprogrammed as soon as operationally possible. An incident report stating key number lost, rekey procedures taken and all pertinent information shall be made, with a copy kept with the key control system for two (2) years or a time period according to hotel's document retention policy.



SA 20 FIRST AID TREATMENT & EQUIPMENT

RESOURCES

Regional/Area Directors of Loss Prevention
Director of Human Resources
Training Manager
Local Red Cross or Hospital

OVERVIEW

The following procedures are a basic guide for setting up, administering, and maintaining a first aid program.

PROCEDURES

1. Adequate, immediate first aid is an essential part of an effective loss prevention program. When a serious injury occurs, proper first aid measures help reduce suffering and place the injured person in the medical professionals' hands in better condition to receive subsequent treatment. Treatment of minor injuries on the property greatly reduces accident costs and lost productivity associated with doctor visits.

2. In order to set up an effective first aid program, these guidelines should be followed:
 - All security personnel, fitness instructors, health club attendants and front office assistant managers should be certified in standard first aid, cardio-pulmonary resuscitation (CPR), and the Heimlich maneuver.
 - The security office must have at least one standard first aid kit and should have access to a first aid or cool-down room.
 - Security personnel should be instructed in proper reporting of any and all treatment as required per the individual properties' local policy.
 - Approved physicians and emergency numbers should be posted.
 - All necessary forms should be available for completion by Management.

3. Administration of a first aid program should include:
 - An authorization procedure for release of employees to outside medical assistance.

- Information on handling guest injuries/illnesses.
- A rest area for injured employees to facilitate a "cool-down" period outside the work environment.
- Proper completion of all required reports.

4. Maintaining first aid equipment

- All kits should be inventoried on a regular basis and supplies ordered as necessary (Human Resources or Security).
- The equipment should be restocked by in-house personnel, this will reduce costs from an outside vendor.
- Where applicable, wheelchairs should be maintained and in good working order at all times.



SA 21 CONTROL AND MONITORING OF CCTV EQUIPMENT

RESOURCES

Regional/Area Security Director

OVERVIEW

The following procedures review basic guidelines for proper monitoring of CCTV equipment on the property.

PROCEDURES

1. In some applications, CCTV equipment may be an effective deterrent to criminal activity. The placement of these cameras may serve to provide increased security to guests, employees, and the hotel. The monitoring of CCTV equipment is critical and should include:
 - Proper placement of monitors in order for them to be properly viewed.
 - Checking the effectiveness of the monitoring by security personnel.
 - A good preventative maintenance program for all equipment.
 - Regular review of placement of existing and/or additional equipment for the utmost efficiency of the system.
 - Consistent monitoring of all public space CCTV units. No "dummy" cameras should be used at any time. The use of "dummy" cameras presents a false sense of security and may create company liability. **Hotels using CCTV in public spaces without full-time security office coverage should have a secondary monitor in another area, such as AYS (PBX), where they can be viewed on a consistent 24 hour basis. In addition, there must be the capacity for someone to respond to the scene. If this is not feasible, public space cameras should be removed.**
 - A maintenance contract on all equipment including servicing on a predetermined basis.
 - Any use of covert surveillance cameras must be approved by the Law Department prior to placement and reviewed with the Vice President of Corporate Security.



SA 22 SECURITY RECORDKEEPING PROCEDURES

RESOURCES

Area/Regional Security Director
Law Department
International Security Operations/Risk Management Web-based Training

OVERVIEW

The following procedures outline types of reports, patrol documentation and methods of reporting of security activities as well as incidents.

PROCEDURES

1. Security documentation is of critical importance to provide accurate data of all security and safety-related activities on property. This documentation should include:
 - A Patrol Rounds Guide ([see sample attached](#))
 - The guide should include: The activity to be completed, activity code, and specific guidance on what is to be evaluated, zone assignment, shift on which activities are to be completed.
 - The guide should be dated and revised on an as needed basis.
 - A security officer's notebook or other form of documentation. This notebook should be carried by each security officer and used to record:
 - Date
 - Shift
 - Work orders
 - On scene response notes; i.e., incident investigations to include initial response and subsequent follow-up actions.

Note: In a court of law, this notebook can either support or refute company actions and should therefore be objectively and professionally maintained without ever leaving the property.

- A Daily Activity Log ([see sample attached](#)). The reasons which require maintenance of a Daily Activity Log are:
 - Serves as an informational tool to Senior Management regarding security related and total hotel daily activities.
 - Serves as a legally discoverable document which chronicles both property activity and property response instrumental in defending company actions.
- Electronic patrol documentation should be printed and attached with the daily logs.
- Incident reporting is as critical as producing a record of security rounds and activities in the hotel. An accurate, detailed and objective incident report provides:
 - A first line of defense in most civil actions.
 - A chronological summary of specific events and subsequent follow-up actions.
 - An investigation tool which allows property management the ability to identify and address current loss producing acts or potential future liability.
 - Each property may develop its own Incident Report to suit your needs and local laws and regulation. [Attached is a sample of the Incident Report](#). Please review report formats with your Area or Regional Security Director.
 - Incident Reports, Security Logs, etc. are confidential hotel property and should not be released without a subpoena.
- A summary of property incident reports can be found in the attachments to this document. This information is used for:
 - Identification of liability issues facing the division.
 - Successful defense of lawsuits founded on negligence.
 - Development of new prevention programs based on exposure.
 - Reliable information to support field investigation requests.

Property incident information must be recorded online as soon as the incident details can be completed.

- In general, all security records and investigation forms will be maintained at the property level for two years per company policy (unless otherwise required by local law). Information and incident reports related to open claims must be maintained until the claim is finalized. Questions regarding recordkeeping should be forwarded to International Security Operations.

**SA 23**
TURNOVER/HANDOVER CHECKLIST**RESOURCES**

Area/Regional Security Director

OVERVIEW

When a transition occurs with the person in charge of Security at a property, there are some priority subjects which should be reviewed in order to ensure a smooth turnover/handover. Each subject should be allocated whatever time necessary to successfully complete the transition.

PROCEDURES**1. Hotel Staff**

- Introduce General Manager
- Introduce Executive Committee Members
- Tour property – employee staff
- Introduce Security Staff
- Introduce Human Resource Department Staff

- Review property's LSOPs.
- Review current Executive Committee/Staff meeting schedule.
- Review each department and reporting levels.
- Review each Executive Committee member's role and responsibilities.
- Review each Department Manager's role and responsibilities.
- Review the Security department's role on the property.
- Discuss Resident Manager or Director of Operations/DHR and General Manager's philosophies toward Security management and the manner in which he/she prefers to work with the Director. Discuss your views in the same manner.
- Review roster of Hotel Crisis Team members and Regional Team members and update the rosters if necessary.
- Review current management staffing level and vacancies.

2. Security Office

- Review each member of the Security staff.
- Turn over keys: emergency, grand master (master key), office, desk, and file cabinet.
- Review Security Management Guidelines, Safety Management Guidelines, LSOP's, local policies and International Security Operations Website.
- Review hotel's Crisis Management plan and go over Crisis Compliance checklist.
- Review security budget.
- Review Hotel budget (with particular concern to losses).

- Review all local laws and regulations (relating to security and liquor laws).
- Review job descriptions.

- Review Red Sticker procedure and log.
- Review Security Incident reporting, log book and request for access

- Review any pending litigation against the property.
- Review last year's memo/chron file.
- Review Management by Objective (MBO) or goals of the Security department and Hotel.
- Discuss procedure for processing new hires.
- Review Security Officer's Certification Program and each security personnel's Performance Appraisals.
- Determine Hotel policy on:
 - employee Entrance
 - Locker Inspections
 - Training
 - Guest Accidents
 - Red Sticker
 - Work Records
 - Reference checks (Security's role & of Security Applicants)
 - Logs
 - Trespass Notices
 - First Aid Treatment and training
 - employee Accidents

- Review any past law enforcement investigations.
- Review the Guest Satisfaction Survey scores under "feeling of security" in the past two years.

3. employee Relations

- Discuss security involvement in orientation programs – hourly and management.
- Review last employee Opinion Survey (AOS) and action steps pertaining to Security. Review last three months of the Security Department's Meeting Minutes.
- Review Security Management's involvement in other department meetings.
- Discuss expectations of security personnel in terms of promotions and advancements.
- Discuss union activity:
 - In the city
 - In the hotel
 - Local hotels under contract
 - Local contracts

- Discuss appearance standards.
- Discuss employee incentive programs.
- Discuss employee of the Month Program.
- Discuss program areas – department's and employees'.
- Discuss Managers/Hourly employees on probation (all departments).

- Review employees' handbook.
- Review "Quality Assurance Process" and "Guest Satisfaction Survey (GSS) process".
- Review employee personnel files.

4. Training

- Review property training plans and training needs.
- Discuss the Security Director's role in training.
- Discuss training aids available and review the International Security Operations Resource Library.
- Discuss cross-training.
- Discuss documentation and retention of all security employees training.

5. Wage Administration

- Review current and/or proposed wage scales.
- Discuss area wage survey in security (with Human Resources Director).
- Discuss use of buy-out labor in each department.
- Discuss pay procedures.

6. Employment

- Review recruiting sources – in special interest groups, schools and employment agencies.
- Review the labor market – problems encountered in recruiting.
- Review job banks – application on hold, reference check completed.
- Review current vacancies.
- Discuss reduction in force – philosophies & opinions.
- Discuss turnover/handover.
- Discuss in-house promotions, transfers, and method of determining who is interested in job transfers inclusive of Personnel Development Plans for security personnel.
- Discuss job posting.
- Review employee relations/morale with Human Resources.

7. Security (with Human Resources Director)

- Turn over list of current Security team members and activities.
- Management fee properties – determine which insurance company is responsible for general liability.
- Review all JSAs (for Security).
- Discuss all employee incentive programs.
- Review the property's organizations in relationship to safety and security, Safety Committee, Emergency Response Team.
- Review Human Resource SOPs/LSOPs impacting on Security.
- Review employee Accident report from MIRA and discuss property's staff injury frequency, lost-time frequency, and loss rate.
- Review all-employee safety awareness program.

- Review Security trainings and total number trained of certified:
 - First Aid
 - LPO Certification Program
 - CPR
 - First Aid for choking
 - Annual training plans
- Visit and inspect all first aid and oxygen stations and check first aid logs.
- Review all crisis emergency plans.

8. General

- Review and discuss the sales mix at the hotel – group, transient, weekend, etc.
- Discuss MOD responsibilities, MOD Manual, and schedule.
- Contact Regional/Area Security Director and establish relationship and priorities.
- Establish Law Enforcement, Fire Department, U.S. Embassy liaison.
- Review inventory procedures and establish security's involvement.

**SA 24**
GLOSSARY OF TERMS

For international understanding - these are terms and meanings of legal definitions used in American law (i.e. most of this terms terminology is very US centric)

Arrest	<p>"To deprive a person of his liberty by legal authority", the elements of an arrest are:</p> <ol style="list-style-type: none">1. Purpose or intention to affect the arrest under real or pretended authority.2. Actual or constructive seizure or detention of the person to be arrested by the person having present power to control him.3. Communication by the arresting officer of intention or purpose then and there to make the arrest.
Burden of The Proof	<p>Burden of a party in a law suit to produce evidence sufficient to convince the "trier of fact" (judge or jury) that: (1) the case should not be dismissed at the beginning of the trial (burden of production); and (2) The case, or a particular issue of the case, should be decided in the party's favor (burden of proof).</p>
Civil Liability	<p>Liability to be sued in a civil (private) as opposed to a criminal (State/Country) action. Civil suits are for the enforcement of personal rights, such as money damages for personal injury (tort) or failure to perform under a contract.</p>
Criminal Trespass	<p>A wrongful interference with or disturbance of one's property or person both land and personality (things).</p>
Electronic Surveillance (Covert)	<p>The use of covert electronic equipment to visually observe an area under the control of the observer is permitted with stringently observed constraints on the purpose and utilization. Employee Relations concerns revolve around invasion of privacy oversight or investigation by means of electronic equipment.</p>
Entrapment	<p>In criminal law, an affirmative defense created either by statute or court decision which excuses a defendant from criminal liability for crimes induced by certain governmental persuasion or trickery. The prevailing "subjective" view of entrapment requires that the particular defendant</p>

demonstrate that but for the objectionable police conduct, he would not have committed the crime. Merely presenting the opportunity is not entrapment.

Eviction	The physical expulsion of someone from land by the assertion of paramount title (signifies immediate right of possession) or through legal proceedings.
Excessive Force	An amount of force which is unnecessary or unreasonable in the Performance of an otherwise lawful act. Two common examples are the use of too much force in making a lawful arrest, and the use of deadly force in "self defense" when the threat was minor.
False Arrest	Unlawful restraint by one person, under the pretense of legal authority, of another person's physical liberty or freedom of locomotion.
Felony	Generic term employed to distinguish certain high crimes from minor offenses; crimes declared to be such by statute or as "true crimes" by the common law.
Forgery	Fraudulent making or altering of a writing with the intent to prejudice the rights of another. The fabrication or counterfeiting of evidence.
Fraud	Intentional deception resulting in loss to another. The elements of fraud are: <ol style="list-style-type: none">1. A false and material misrepresentation made by one who either knows it is false or is ignorant of its truth2. The maker's intent that the representation be relied on by the person and in a manner reasonably contemplated3. The person's ignorance of the falsity of the representation4. The person's rightful or justified reliance5. Proximate injury to the person
Investigation	To conduct an official inquiry, observe or study by close examination.
Juvenile	Minor or those under legal age, set by statute, for criminal responsibility.
Larceny	The unlawful taking and carrying away of another's property with the intent to permanently deprive the owner of its use.

Liability	An obligation to do or refrain from doing something; a duty which eventually must be performed; also used to refer to one's responsibility for his conduct, such as contractual liability, criminal liability, etc.
Misdemeanor	A class of criminal offenses which consist of those offenses less serious than felonies and which are sanctioned by less severe penalties.
Negligence	Failure to exercise that degree of care which a person of ordinary prudence (a reasonable man) would exercise under the same circumstances. The term refers to conduct which falls below the standard established by law for the protection of others against unreasonable risk of harm.
Prosecution	The act of pursuing a law suit. Normally the term refers to criminal (rather than civil) suits which are initiated by the State. Also, the party initiating a criminal suit, (i.e. the State).
Prostitution	Sexual activity for hire.
Reasonable Care	That degree of care which under the circumstances would ordinarily or usually be exercised by or might be reasonably expected from an ordinary prudent person.
Search and Seizure	Generally, a police practice whereby officials search a person or place for: <ol style="list-style-type: none"> 1. Stolen property 2. Things which are themselves illegal (i.e. narcotics); or 3. Things which were used in some other unlawful activity and which are valuable as evidence
Tort	A wrong; a private or civil wrong or injury resulting from a breach of a legal duty that exists by virtue of society's expectations regarding interpersonal conduct, rather than by contract or other private relationship. The essential elements are: <ol style="list-style-type: none"> 1. The existence of a legal duty owed by a defendant to a plaintiff. 2. A breach of that duty. 3. A causal relation between a defendant's conduct and the resulting damage to plaintiff.
Vicarious Liability	The holding of a second person liable for the acts of another. A good example is holding an employer liable for the acts of its employees, if the acts were in furtherance of the employer's business.