IHG Brand Safety Standards
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1. Application of Standards

IHG’s Brand Safety Standards are designed to help hotels identify, prepare for, minimize and respond to fire, health & safety and security risks that could adversely impact our "stakeholders".

Where local regulations require a more stringent requirement than the Brand Safety Standards, the local regulation shall apply. However, where the IHG requirement is more stringent, it shall apply, unless local regulations specifically prohibit implementation.

Definitions

Appendix 1 contains a list of definitions of terms used in these standards. Appendix 1 forms part of IHG’s Brand Safety Standards.

RM01-01

All hotels must be designed and constructed in compliance with IHG’s Brand Safety Standards and other applicable codes recognized by IHG.

This standard also applies to existing hotels when they have extensions and alterations and where serious life safety defects are identified.

RM01-02

When provided or replaced, all "products, devices and assemblies" will be subject to the laboratory testing criteria of Underwriters Laboratories of U.S.A. or Canada, CE, or other test authority recognized by IHG. Where they are not, IHG reserves the right to require that testing is satisfactorily completed.

RM01-03

All pressure, lifting and electrical installations that incorporate safety devices must be tested and maintained in accordance with manufacturers’ instructions.

RM01-04

All new installations and major changes to “life safety systems” must be “certified” by an independent architect, engineer or licensed installer, with confirmation in writing that they are properly installed and fully operational and in accordance with manufacturers’ instructions.

2. Crisis and Incident

RM02-01

All hotels shall endeavor to reduce the impact of crises or incidents on employees, guests, visitors and other "stakeholders" through the identification of likely risks, the creation of plans and procedures for dealing with them and their periodic testing and review.

RM02-02

All hotels must develop and test a general Crisis Management Plan which must be updated as necessary. This plan must include the contact details and responsibilities of both a Crisis Management Team and one or more Emergency Response Teams. Each hotel must also develop and test specific response plans for a range of foreseeable crises and incidents. An example of such a plan is available on the IHG Risk Management web site.
RM02-03 Employees (including contract and temporary) must be instructed and drilled in their relevant duties as described in the Crisis Management Plan.

RM02-04 A minimum of one employee on each shift must be trained in first-aid.

RM02-05 **Natural Catastrophe and Man-made Hazards**
All hotels shall endeavour to reduce the risk of injury or loss to employees, guests, invitees and other "stakeholders" through the identification of likely perils the completion of risk assessments, the design and implementation of protective measures and systems and the periodic testing and review of those measures.

RM02-06 **Critical Incident Notification** Hotels must immediately notify IHG of any incident that could adversely impact IHG such as major injury, major financial loss, or adverse publicity to the hotel, the Brand or IHG.

**Evacuation Drills**
All hotels must develop and test a fire emergency and evacuation plan. All employees must receive training at least once every six months in the emergency and evacuation plan, the use of fire safety equipment and fire prevention except for Night staff, ‘Living in’ staff and Newly engaged staff who may be required to be trained more frequently as required by local code. Written records of such training must be maintained and be available on request.

RM02-08 Evacuation drills must be held at least once every six months. Annually one of the drills must involve the use of fire alarm and detection system. Guests must be notified in advance of the drill.

RM02-09 Evacuation procedures must be identified and developed for disabled guests.

### 3. Fire Safety
All hotels shall endeavour to reduce the risk of fire to employees, guests, visitors and other "stakeholders" through the completion of fire "Risk Assessments" and the development of fire safety procedures and the periodic review of those procedures.

**Structure and Materials**
The structure of all hotels must have a fire resistance of not less than 60 minutes including between:
- Public areas and guestrooms/guest corridors
- Back of house areas and guestrooms/guest corridors
- Guestrooms and adjoining rooms
- Plant rooms and all other areas

All unprotected openings between floors and through walls (for example around pipes or wire chases, ducts or services) must be fire stopped with a material with the required fire resistance of the surrounding structure.
120-minute "rated construction" is required:
- At elevator shaft ways, flues and pipe chases in all construction above four stories
- In wood frame construction between all elevated floors and balconies.

**Fire- Rated Doors**

Guestroom doors: A minimum 20-minute rated fire door must be provided on all guestroom and connecting room doors. All other rated fire doors:
- 60-minute construction: A 45-minute rated door and frame is required
- 90-minute construction: A 60-minute rated door and frame is required
- 120-minute construction: A 90-minute rated door and frame is required

**Automatic Door Closers and Release**

Where "fire rated doors" are required, they must be equipped with a suitable automatic door closer to ensure closing and latching of the door (except for chase way/service riser doors). Where these doors are held open, magnetic release devices that respond to the fire alarm system must be used.

Where necessary, door selectors must be provided on double doors to ensure they close fully.

The requirement for automatic door closers for guestrooms on exterior corridors must be complied with by end of 2015.

**Atrium**

An atrium must be provided with:
- A fire alarm and detection system
- A smoke control system
which have been properly specified, designed, installed and commissioned by an independent architect, engineer or licensed installer.

**Multi-Story Lobbies**

Multi-story lobbies (two floors) must be provided, at the time of licensing or license renewal, with an approved smoke control system or a smoke barrier consisting of a minimum 20-minute fire resisting door and frame assembly to separate guest room corridors from the lobby.

**Cabling**

"New Construction": All cables and connections for the fire alarm and detection system must have a minimum 60-minute fire resistance.

Americas, Greater China & Australasia : All life safety wiring must be enclosed in approved materials and be concealed from public view, with the exception of wire approved for open installation.

**Flame Retardant Finishes**

All materials used in all public areas and guestrooms, including but not limited to mattresses, box springs, bedding, window treatments, wall décor, soft furnishing and floor coverings, must be inherently flame retardant or treated to meet or exceed local code requirements for a “flame-resistant” rating.

Certificates of compliance must be available for inspection before a hotel is opened and thereafter on a regular basis by IHG or its appointed agents.
In existing hotels where certificates are not available for materials in place, other reasonable evidence must be provided, for example furniture labels, invoices, receipts, positive confirmation of compliance from a reputable supplier or in the absence of said evidence an owner may say where the materials had been purchased and testify to the best of their knowledge that the supplier was compliant.

**RM03-09 Parking Garages**

Sprinklers must be installed in parking garages located directly below hotels. Alternatively, where buildings are not sprinklered and/or where third party restrictions prevent this standard being implemented, hotels must have the following:

- 90-minute structural fire resistant separation between the garage and the hotel.
- Two 30-minute fire and smoke resisting doors between the garage and the hotel.
- A fire alarm and detection system linked to the system for the hotel, with manual pull stations (call points) located at all exit points from the garage.
- Mechanical or natural smoke ventilation sufficient to keep the garage free of smoke.

**RM03-10 Trash/Laundry Chutes**

The trash/laundry chute terminus must be equipped with a 60-minute "fire rated door" with a self-closing device and a fusible link. Guest floor laundry chute doors must be fire rated and equipped with a self-closing and self-latching device.

In fully sprinklered buildings, the chute must be protected by the automatic sprinkler system.

In un-sprinklered buildings, a single automatic sprinkler or approved automatic suppression system must be installed at the top of the chute.

**RM03-11 Halogen lamps are prohibited in guestrooms (excluding ceiling lights).**

**RM03-12 Emergency Egress**

**Exit Paths**

All hotels must meet the following requirements to enable escape:

- Each floor must have a minimum of two emergency exits remote from each other.
- A maximum distance between emergency exits of 200ft (60m) is required, and the maximum "travel distance" to an emergency exit must not exceed 100ft (30m). In fully sprinklered buildings "travel distance" to an exit must not exceed 200ft (60m).
- Internal "exit doors" on escape routes must be openable from both sides.
- "Exit doors" must swing in the direction of egress.
- Final exit doors must be fitted with panic hardware.

**RM03-13 Dead-end Corridors**

"Dead-end" corridors must be a maximum of 25ft (8m) in length, or 50ft (15m) in fully sprinklered buildings.
**RM03-14**

**Corridor Width**
"Primary corridors" must be a minimum of 4ft 6ins (1.30m) wide and "secondary corridors" must be a minimum of 3ft 8ins (1.10m) wide. 
Note: Individual Brands’ property standards may require corridors to be wider than this.

**RM03-15**

**Exit Routes:**
The number of exits required from places of assembly, such as all public areas, restaurants, rooms and meeting rooms, must be according to the following room capacities:
- 50 to 500 people: no fewer than two exits.
- 500 to 1000 people: no fewer than three exits.
- >1000 people: Risk assessment must be conducted. Minimum requirement of four exits.

"Exit doors" must be remote from each other.

Clear exit width must be a minimum of 3ft (900mm).

**RM03-16**

**Evacuation Plan**
A clearly readable, professionally designed and fabricated, framed diagram, showing the exit path from each guestroom and meeting room to the nearest exit, must be posted on the room side of each guestroom and meeting room door. The message must be in the local language(s) and English and should include pictograms where appropriate.

**RM03-17**

**Exit Doors**
Exit doors that are fitted with electro-magnetic or similar locks must automatically release upon actuation of the fire alarm/detection system, and, on failure of the power supply, the locks must fail-safe in the unlocked position.

Exit doors must never be locked to prevent emergency egress.

**RM03-18**

**Exit Signs**
Exit signs, including directional signs, must be illuminated by normal and "emergency lighting" and are required at each exit location. Directional exit signage is required when the exit is not immediately visible. In addition, emergency power is required for a minimum of 60 minutes.

Exit signs are not required in guestrooms, other public access rooms accommodating fewer than 50 people, and small storerooms of less than 450ft² (50m²).

**RM03-20**

All fire safety signage must be in the local language(s) and English and should include a pictogram where appropriate.

**Stairs**

**RM03-21**

**Emergency Egress Stair construction**
Emergency egress stairs must meet the following requirements:
- Stair risers and treads must be dimensionally uniform throughout each stair run
- Stairs must be lit with continuous lighting and marked with varying colors and/or textures where appropriate
- Stairs must be provided with handrail(s) where appropriate
Stairwell Enclosures
Stairs must exit directly to the exterior at "grade level" or via a "fire rated corridor" that leads to the exterior. In fully sprinklered buildings, up to 50% of exits may exit to the interior where approved by IHG.

Stairwells: Must be continuously illuminated to ensure good visibility.

Storage is prohibited in stairwells.

Storage "closets" are prohibited from opening into stairwells.

Signage
Floor level numbers must be 6ins (15cm) high, with a reflective finish that contrasts with the background. Numbers must be located approximately 5ft (1.5m) above the floor landing, and be positioned so as to be clearly visible when the landing/stairwell door is in the open or closed position.

Pressurized Stairwells
"New Construction" and "Conversion": "High rise" buildings must have mechanical stairwell pressurization, or access to the stairwell through an open exterior vestibule or fire lobby.

Fire Escapes
Fixed external fire escapes are prohibited in "New Construction".

Emergency Lighting
"Emergency lighting" must be provided on all exit routes, in stairwells, in public areas greater than 150sq ft (15sq m) and places of assembly, and in areas where employees could be expected to work. If there are no national standards for lighting levels, IHG's required standard is an average of 1 foot candle (10 lux) at the floor level and a minimum of 0.1 foot candle (1 lux) at any point.

Operation of the "emergency lighting" must be automatic and provide a minimum of 60 minutes of illumination.

Fire Alarm and Detection
An automatic fire alarm system is required in all hotels. The system must be equipped with automatic emergency power with a minimum 24 hour supply.

In addition, the system must have manual initiating devices at, or close to, the front desk, at each stair access point, at each ground floor exit, and at other appropriate locations connected to a fire alarm control panel.

Guestroom Smoke Detectors
"New Construction": "Addressable" hard-wired smoke detectors, with a local sounding device, are required in each "living area". Guestrooms provided with "addressable" smoke detectors may be programmed with a two-stage fire alarm and detection system.

"Existing Hotel":
In existing un-sprinklered buildings, "addressable" or zone type hard-wired smoke detectors must be provided by the end of 2014.
In existing sprinklered buildings hard-wired 110-volt local smoke detectors may be substituted.

**RM03-31**

**Guestroom Corridor Smoke Detectors**  
Smoke detectors in guestroom corridors must be installed according to the manufacturer’s specifications.

Spacing must not exceed 40ft (12m).

Smoke detectors are not required in exterior corridors; general alarm and manual initiating devices must be provided.

**RM03-32**

**Large Area Detectors**  
System hard-wired smoke detectors connected to the fire panel must be provided throughout all hotel areas greater than 150ft² (14m²), including public areas, back of house areas, corridors, mechanical rooms and storerooms, installed in accordance with manufacturers’ recommendations.

In no case must the spacing of detectors exceed one spot / point detector per 900ft² (85m²). Beam type smoke detectors may be provided that comply with manufacturers’ installation recommendations.

Heat detectors may be used in areas such as kitchens where the room atmosphere is unsuitable for the use of a smoke detector.

Note: Shower rooms and bathrooms need not be provided with smoke/heat detection.

In “existing”, fully sprinklered hotels, system hard-wired smoke detectors connected to the fire panel must be provided in back of the house areas greater than 150 sq. ft., such as corridors, mechanical rooms and storerooms, installed in accordance with manufacturers’ recommendations.

"New Construction": "Addressable" detectors must be provided.

**RM03-33**

**Activation and Annunciation**  
Activation of the general alarm must sound an alarm and/or voice evacuation throughout the building. Alarms must provide a minimum of 75dBA at the bed head and 65dBA in all other areas.

System detectors must sound an alarm without delay at both the point of origin and a constantly staffed alarm panel.

Activation of a smoke/heat detector (other than guestroom), automatic sprinkler water-flow device and/or manual initiating device must result in immediate activation of the general alarm.

Where two-stage fire alarms are provided, activation of a second device must result in activation of a general alarm.
**Voice Evacuation "New Construction"**: In "high rise" buildings and in other guestroom buildings and areas of assembly without sprinkler protection the automatic fire alarm system must incorporate a broadcast evacuation speaker system working in all guestrooms and public areas. It must include an alarm and a pre-recorded evacuation message in the local language and English.

**Guests with impaired hearing**
Hotels must provide a means of warning guests with impaired hearing in the event of an alarm or voice evacuation message.

**Fire Suppression Systems**

**Automatic Fire "Sprinkler Systems"**
All "New Construction" and "conversion" hotel properties must have automatic sprinklers fitted to the entire building.

Existing "high-rise" properties must be fully sprinklered.

**"Attic" Protection**
In buildings of four floors or fewer, the "attic" areas must either be provided with automatic sprinkler protection or be subdivided by draft stops (fire breaks) into areas not to exceed 3000ft² (330m²). Each subdivided area must be equipped with smoke detectors that are connected to the fire alarm control panel.

In buildings of more than four floors, the "attic" areas must be provided with automatic sprinkler protection.

The requirement for subdivision of "attics" applies to "New Construction" only, and the requirement for sprinklers applies only to sprinkler protected buildings.

**Fire Hydrants and Other Water Supplies**
Fire hydrants or other water supplies approved by the fire authority and IHG must be provided at suitable locations to provide fire-fighting water supplies to the building.

**Standpipes (rising mains) or hose reels** must be provided in all "high-rise" properties. Additionally, hose reels may be required at the discretion of IHG in, for example but not limited to, remote locations. Where provided, hose reels must be maintained.

**Elevator for Fire-fighting**
"New Construction": High rise properties must be provided with an elevator suitable for use for fire-fighting operations that includes emergency recall, in-car operations and protected power supplies.

**Cooking Equipment**
Approved fire suppression systems with automatic and manual operation must be provided for “cooking ranges” . Fire suppression systems must meet the following requirements:
- Must automatically cut off the fuel supply when it activates
- Must require to be manually reset after it has activated
- Must be maintained and serviced in accordance with manufacturer’s instructions
Guestrooms equipped with stove type cooking equipment must be provided with automatic fire suppression approved by IHG. Hotels in which the majority of rooms are equipped with stove type cooking equipment must be protected throughout by an approved automatic "sprinkler system".

Interior surfaces of kitchen extractor hoods and ducts must be cleaned at least twice each year under contract to reduce the risk of fire.

**Fire Extinguishers**
Portable extinguishers must be installed throughout the hotel (front and back of house). The maximum distance to an extinguisher must not exceed 75ft (25m).

Fire extinguishers must be visually checked at least monthly for obvious defects and must be maintained at least annually by a third party qualified to test and service fire extinguishers. A record of checks and maintenance should be kept.

- Minimum 2A-20BC portable, multi-use chemical extinguishers must be provided.
- Class K portable fire extinguishers must be provided in the kitchen where there is a potential for fires involving cooking oils and fats.

**Fire Safety Systems Testing**
Complete tests of the fire safety systems and installation must be performed every six months. The testing must be carried out by a qualified third party recognised by a professional body. Records of maintenance, testing and correction of all deficiencies must be kept available for review.

For hotels that have an "addressable" fire alarm system with a self-test feature, the fire alarm system tests may be carried out alternating between qualified in-house personnel for one test period and a qualified third party recognised by a professional body for the other test period, provided records of maintenance, testing and correction of all deficiencies are kept available for review.

Single station hard-wired smoke detectors, where approved, must be tested quarterly.

**Fire Pumps**
Fire pumps must be inspected and tested annually by a third party qualified to install, service, and test these systems in accordance with manufacturer’s instructions. As a minimum the annual test of each fire pump must include the minimum, rated and peak flow rates.

A weekly test of the fire pumps, without water flow, must be conducted.

Records of maintenance and testing must be kept and made available for review.

**Generator Testing**
Where provided, the generator must be load tested annually by a third party qualified to install, service, and test these systems in accordance with manufacturer’s instructions.

In remote locations where a qualified third party is not available, a qualified in-house employee may conduct the test.
Records of maintenance and testing must be kept and made available for review.

**RM03-48  Flammable Materials**
“Flammable materials”, paint, solvents, and fuels must be stored in containers and in approved lockers or paint cabinets. Flammable storage lockers are required only if the storage area is connected to the main building or any of the interior corridor guestroom areas.

**RM03-49  Hazardous Materials**
The storage of “hazardous materials”, such as bulk liquid petroleum gas and oil, must be subject to a risk assessment carried out by a competent third party, and the recommendations of that assessment must be complied with.

**RM03-50  Fireplaces**
- Guestroom fireplaces may be provided only in hotels that are fully sprinklered.
- Solid fuel-burning fireplaces must not be installed in guestrooms.
- Gas fireplaces must have an automatic ignition source with combustion controls to automatically prevent gas from being released into the guestroom.
- Fireplaces must be equipped with an approved, tempered glass door which cannot be opened. Tempered glass doors may be omitted from fireplaces where suitable guarding arrangements are in place.
- For a minimum radius of 3ft (1m) around the fireplace opening, the floor must be non-combustible (i.e. brick or ceramic tile). This is not required in self-contained units.
- Gas fire installations must be designed, installed and maintained in compliance with manufacturer’s instructions.
- Solid fuel-burning fireplaces may be permitted in public areas following a risk assessment and approval from IHG.

**RM03-51  Waste bins in guestrooms and guest bathrooms must be fire resistant and washable.**

**RM03-52  Irons provided for use in guestrooms must be provided with an automatic shut-off.**

**RM03-53  Candles must not be placed in guestrooms.**

**4. Security**

**RM04-01  All hotels shall endeavour to reduce the risk of injury or loss to employees, guests, visitors and other “stakeholders” through the completion of security risk assessments and the development of security procedures and the periodic review of those procedures.**

**RM04-02  Security Information**
Safety and security information must be provided in a conspicuous location in the guestroom in the local language(s) and English. Such information may include but is not limited to personal security advice, safe use of a swimming pool, protection of personal property.
**Electronic Key Cards**

**RM04-03**
Guestroom numbers must not be announced, or printed on the outside of the key packet/envelope or electronic keys.

**RM04-04**
Replacement keys must only be issued to persons registered to that room. Positive identification must be requested and provided.

**RM04-05**
Hotels using credit cards as room keys must give guests the option of using another electronic key card.

**RM04-06**
Access to chase ways (service ducts) between guestrooms must be locked to prevent unauthorised access.

**RM04-07**
Room attendants’ electronic keys must be kept under their care and control at all times and must not be left on the cart/trolley.

**RM04-08**
Guest electronic keys must not be programmed with private guest data that is not required for the functioning of the lock.

**RM04-09**
The master key must be kept in a secure place when not in use and a log kept of its use. Master keys which can operate the dead bolt or override the privacy feature must be restricted to the General Manager and their nominated deputies.

**Guest Privacy**

**Room Numbers**
Hotel staff must not announce or divulge room numbers and personal information about the guest (such as number of persons in the room, home address and so on), at any time to anyone (such as during the check-in process or over the telephone), unless given legal authority to release such information.

**Telephones**
Telephone calls must not be connected to guestrooms without the hotel employee verifying with the caller the name of the guest registered to the room.

**Guestroom Contact**
For each occupied guestroom that has not been serviced, contact must be made with the guest at least once daily. If no contact is made with the guest, the guestroom must be visually checked.

**House telephones in public areas must not be able to access guestrooms directly.**

**Guest Information**
The General Manager must ensure that Housekeeping lists which include guest name information are not left on room attendant carts/trolleys.

**Heating/cooling ducts, exhaust vents and service areas must be designed or modified to prevent unauthorized visual access to guestrooms.**

A solid wall is required behind all mirrors. Maintenance access holes behind mirrors are prohibited. De-silvered mirrors are prohibited.
**Luggage:** A secure storage area must be available where the luggage of registered guests can be stored temporarily.

**Safe Deposit Boxes**
Each hotel must have at least five complimentary safe deposit boxes per 100 guestrooms. In-room safes are not an acceptable alternative to safe deposit boxes. Information should be provided advising guests of the availability of safe deposit boxes. Safe deposit boxes must be located in a secure area and be accessible from the lobby.

**In-Room Safes**
Where provided, in-room safes must be secured to prevent unauthorized removal and provided with information indicating that they are provided for guest convenience.

**Door Hardware**

**Electronic Door Locks**
All electronic door locks must be approved by IHG and provide the following features:
- Re-key at each rental, voiding all previous keys
- Backup power supply
- Emergency override
- Audit/interrogation feature
- All-weather capability (external doors only)
- A mortise with 1in (25mm) throw deadbolt
- ¾in (19mm) throw deadlocking latch set and anti-panic feature
- A guest-operated turn-piece as part of the latch set inside the guestroom operating the deadlocking latch
- Emergency access by an emergency key card that retracts both dead and latch bolts.
- When the deadbolt is engaged, all keys except the emergency keys must be inoperable

**Building Entrances (Interior Corridor Hotels)**
Access control is required at all doorways into interior corridor guestroom buildings intended for entrance by guests from the parking area (optional for the main entrance). Based on the hotel’s individual market needs, hotel management must determine the times these doors are locked.

**Guestroom Doors**
All hotels must have electronic card key locks on all guestroom entrance doors.

An auxiliary non-keyed locking device, such as a safety/night latch, safety chain or other IHG-approved non-keyed locking device, must be provided on all guestroom entrance doors. The unit must be installed to both the door jamb and the door to maximize the security and strength of the installation and assure ease of operation for the guest.

All doors must have a one-way view port installed at 5ft (1.5m) above the floor. Rooms designed for guests with disabilities must have an additional view port installed at 4ft (1.2m) above the floor.
Connecting Guestroom Doors
All connecting guestroom doors must have a mortise with a 1in (25mm) throw thumb-turn deadbolt, with the thumb-turn on the guestroom side of the door, and with a fixed knob or lever. The opposite side of the door must have blank plates, with no access to screws or bolts, to ensure security. Previously existing slide bolt locks may remain in place. When locked, the bolt must fully extend.

Guestroom Windows
All operable ground floor guestroom windows must be equipped with a window stop or commercial standard security lock which can be operated only from inside the guestroom.

5. Leisure Activities
All hotels shall endeavour to reduce the risk of injury or loss to employees, guests, visitors and other "stakeholders" through the completion of leisure safety risk assessments and the development of leisure safety procedures and the periodic review of those procedures.

Fitness Facilities
Fitness facilities must be fully enclosed and must either be secured with an electronic lock using electronic key access, or be fully manned at all times.

An emergency telephone must be installed in a clearly visible location within the fitness centre. These telephones must be configured to connect to an on-site location that is permanently manned. Calls must not be answered by an auto-attendant at any time.

All fitness equipment must be installed and maintained in accordance with manufacturers’ recommendations. Inoperative equipment must be taken out of service immediately.

Wall mirrors (ceiling to floor) must be ¼in (6.4mm) tempered or "safety glass", installed with a butt joint. A shatter resistant base, for example wood, rubber or anti-shatter film must be installed to protect the glass from damage.

“Use at Your Own Risk” signage must be posted at the entrance to the fitness centre.

Logs that permit names and guestroom numbers to be viewed must not be used.

Dry Saunas
Dry saunas must meet the following requirements:
- Must be operated to manufacturers’ recommended operating temperatures.
- Must be fitted with a timer that is clearly visible to the user, a non-lockable door and an outside observation window.
- Must be fitted with a shatterproof light fitting that is capable of withstanding the heat and is protected.
- Sauna stove must be guarded by a sturdy structure, fixed so that it cannot be moved.
- Where the hotel has a fire "sprinkler system" installed, a high temperature
Appropriate safety signage must be displayed in the local language(s) and English. The Risk Management Website contains examples of safety signage.

"New Construction": A distress alarm with direct connection to an on-site location that is permanently manned must be installed.

**Wet Sauna/Steam Room**

Wet saunas and steam rooms must meet the following requirements:

- Must be operated to manufacturers' recommended operating temperatures.
- Warning signs must be displayed around the steam outlet area.
- Must be fitted with a shatterproof light fitting that is capable of withstanding the heat and is protected.
- Appropriate safety signage must be displayed in the local language(s) and English. The Risk Management Website contains examples of safety signage.

"New Construction": A distress alarm with direct connection to an on-site location that is permanently manned must be installed.

**Solarium/Tanning Beds**

Solariums/tanning beds must meet the following requirements:

- Must be operated according to manufacturers’ instructions.
- A distress alarm with direct connection to an on-site location that is permanently manned must be installed.
- Appropriate safety signage must be displayed in the local language(s) and English. The Risk Management Website contains examples of safety signage.

**Whirlpools (Spa Pools)**

Whirlpool (spa pools) must meet the following requirements:

- A 15-minute operating timer must be fitted with a labeled manual shut-off control (for the water circulation pump) mechanism, installed in accordance with the manufacturer’s instructions. The shut-off must be visible and accessible to the guest and located either within 10ft (3m) of the whirlpool edge or at a permanently manned point with direct line of sight to the pool.
- The “No Diving” international symbol must be displayed on the whirlpool coping.
- Depth markings must be clearly shown on the top of the whirlpool edge. All depth markings must be shown in both feet and meters. Painted depth markings are not permitted for "New Construction", "conversions", or upgrades.
- Approved "anti-entrapment drain covers" are required in all whirlpools/spa pools.
- The whirlpool/spa pool must be capable of being secured to prevent unauthorized access, for example by locating the spa pool in a locked and secure room or by using a fence that meets the swimming pool fence requirements.
- Appropriate safety signage must be displayed in the local language(s) and English. The Risk Management Website contains examples of safety signage.
Swimming Pools

“New Construction”: All swimming pools must be designed and constructed to ensure:

- A safe physical environment for bathers, guests, visitors and employees.
- Suitable physical and chemical water treatment is in place to achieve safe chemical, biological and physical water quality.
- That the swimming pool can be readily maintained in a clean and hygienic condition.

External pools must be capable of being secured to prevent unauthorized access. All exterior pool areas must be secured with an appropriately designed, decorative fence, minimum height 4ft (1.2 m), with self-closing and latching gates. The fence must have vertical pickets that do not allow passage of a 4ins (100mm) sphere. Chain link fences are not permitted.

Doors giving access to unsupervised indoor pools in enclosed rooms require an electronic lock.

An emergency telephone must be installed in a clearly visible location within the pool enclosure or immediately adjacent to each swimming pool. These telephones must be configured to connect to an on-site location that is permanently manned. Calls must not be answered by an auto-attendant at any time. Where required by local code, the telephone may ring directly to the emergency services.

If the pool is closed for an extended period of time (for example, during the off season), professionally prepared “closed” signs must be posted on each gate, and each gate must be locked.

A pool cover is not required if the pool is maintained (water cleaned, vacuumed) during the off season.

If the pool is not maintained, it must be covered during the off season. The pool cover must be, at minimum, 12-gauge vinyl mesh with a break-strength of 4,000lbs (1800kgs) and must be securely anchored in place. Seasonal or extended pool closings must be identified in Reservations Systems.

The pool surround must be slip resistant.

"New Construction": The minimum clear pool deck width must be 5ft (1.5m).

Diving boards, diving platforms and trampolines are prohibited.

Lighting is required of sufficient intensity to ensure visibility for night use and to allow the pool bottom to be clearly seen.

Ladders and/or steps with handrails are required at both ends of the pool. Exposed metal must be chrome-plated brass, bronze, or stainless steel.

Professionally designed and fabricated, permanently installed rules and hours of operation are required.
Signs with the international 'No Diving' symbol and 'Use at Your Own Risk', in the local language and English, must be prominently displayed where they can be seen from all areas in and around the pool and in a location noticeable when entering the pool area. Where life guards are not provided, signage indicating 'No Life Guard on Duty' must be displayed. The lettering on the signage must be large enough to be easily read. The Risk Management Website contains examples of pool signage.

Depth markings must be clearly shown on both the top and the side of the pool edge.

Painted depth markings are not permitted for "New Construction", "conversions", or upgrades.

For level deck pools, the pool depth signs may be wall mounted.

Beach entry/zero depth type pools must display a sign indicating ‘shallow water’.

All depth markings must be shown in both feet and meters on the top of the pool edge. Depth markings must be shown in feet and/or meters on the side of the pool edge.

A minimum of two life safety rings or two throwing lines, each connected to a rope that extends to 1.5 times the width of the pool, and one life hook, must be provided in prominent positions remote from each other.

A floater rope must be provided at the 5ft (1.5m) depth line of pools that have depths in excess of 5ft (1.5m). Where applicable, provisions may be made for lap swimming.

A minimum of two drains are required in all new pools. Existing pools with a single drain must be equipped with a secondary safety device. Approved devices include: "Safety Vacuum Release System" (SVRS), "suction limiting vent system", "gravity drainage system" or "automatic pump shutoff system". Drain covers 18" x 23" (45cm x 58cm) or larger are exempt.

All drains must be equipped with ANSI/ASME A112.19.8-2007 "approved anti-entrapment drain covers".

Children’s pool walls must not extend more than 6ins (150mm) above the water line. Children’s pools must have a maximum water depth of 2ft (600mm). For "New Construction", the maximum water depth must be a maximum of 1ft (300mm).

"Water Parks" activities (including slides) must be approved by the Brand and meet IHG guidelines for "water parks". A risk assessment on planned activities must be conducted.

Swimming Pool Water Quality
Where chlorine is used, the content must normally range from 1.0 to 3.0 parts per million, and must not exceed 5.0 parts per million. Where bromine is used, the content must normally range from 2.0 to 6.0 parts per million.
The pH level must be maintained between 7.2 and 7.8. Chemical checks on the swimming pool water (and the spa pool and children's pool water where applicable) must be carried out at least three times a day during pool operating hours. Records of testing must be kept and made available for review.

RM05-30 When the swimming pool is open, the water must be kept clean and clear.

RM05-31 Pool chemicals must be clearly labelled and stored in a well ventilated, locked area.

RM05-32 Additional activities, for example (but not limited to), Children’s Clubs, water sports, high adventure activities and exterior fitness activities, are permitted subject to risk assessment, and must be approved by the Brand and meet IHG guidelines.

RM05-33 Dedicated Children’s "Play Areas, Play Rooms and Games Rooms"
Dedicated play areas must be fully enclosed at all times. Visibility into the room or area from the outside is required.

6. Food Safety

RM06-01 All hotels shall endeavor to put in place a food safety management system to help ensure the safety of food served in or distributed by the hotel.

Note: An example of such procedures is a hazard analysis and critical control point system (HACCP). The food safety management system implemented by the hotel should be based on the HACCP principles.

RM06-02 All food handlers should have the appropriate food hygiene training as required by local regulations. Written records of such training must be maintained and be available on request.

7. Health and Safety (including Guest & Staff Safety)

RM07-01 All hotels shall endeavor to reduce the risk of injury or loss to employees, guests, visitors and other "stakeholders" through the completion of safety risk assessments and the development of safety procedures and the periodic review of those procedures.

RM07-02 Window stops are required to limit the opening to a 4ins (100mm) maximum unless local codes dictate otherwise. Where window stops are prohibited, a sign, in the local language(s) and English, must be posted on the window providing a warning.

For example: 'Attention! The windows in this room can open fully and guests with young children should exercise care'.

RM07-03 Floor-to-ceiling windows, glass doors and glass walls must have crash bars or be marked to make them apparent. Marking may take any form (for example coloured lines or patterns), provided it is conspicuous and at a conspicuous height.

RM07-04 Glass in Windows, Doors, Gates and Walls
- "New Construction": Glass used in floor-to-ceiling windows and transparent or translucent doors, gates and walls must be "safety glass".
- "Existing Hotel": As an alternate to the use of "safety glass", floor-to-ceiling windows and transparent or translucent doors, gates and walls may be adequately protected against breakage using anti-shatter film or by guarding.
**Balcony Doors**

Doors opening onto a balcony area must have an approved auxiliary locking device located out of the reach of children. For existing balcony construction which does not conform to the standard RM07-06, a risk assessment must be conducted by an authority recognized by IHG to identify suitable alternative controls which must include a sign, in the local language(s) and English, posted on the balcony door providing a warning.

For example: 'Attention! The balcony door in this room can open fully and guests with young children should exercise care'.

**RM07-06**

Any guest area where there is a risk of falling from a height must be provided with a permanent barrier, which must be securely fixed, stable and difficult for children to climb. This includes, but is not be limited, to balconies, raised terraces, high level external escape routes and stairs. Barriers must be at least 3ft 6ins (1.10m) high and must have a bottom rail of no more than 4ins (100mm) above the finished floor. Where vertical rails are used to form the barrier, the space between the rails must not exceed 4ins (100mm). For existing construction that does not meet this standard, a risk assessment must be conducted by an authority recognized by IHG.

**Slip-Resistant Finishes**

Guest bathroom floors, bath tubs, shower enclosures and hard surface, tile or stone floors must have a “slip-resistant” finish or a mat.

**RM07-07**

**Balance Bars**

A balance bar(s) must be installed to assist guests with entering and exiting the bathtub. Balance bars must be securely anchored to withstand 250 lbs (110kg) pull.

Bathtub soap dishes with grab handles are prohibited.

**RM07-08**

**Bathroom Ventilation**

A mechanical exhaust system is required. The installation must maintain total visual and acoustic privacy between adjoining bathrooms.

**RM07-09**

**Water Temperature Regime**

Guest bathrooms must have hot water at a maximum temperature of 125°F (52°C) and cold water available without significant temperature or volume fluctuation.

**RM07-10**

**Water Quality**

All hotels should endeavor to reduce the risk of injury or loss from the risks associated with (but not limited to) water storage, cooling towers and evaporative condensers, air conditioning systems, hot and cold water services, spas and whirlpool baths, humidifiers and air washers, sprinkler and hose reel systems, horticultural irrigation and misting systems, indoor fountains and water features.

**RM07-11**

All cribs (baby cots) must meet the following requirements:

- Crib must have a durable, non-toxic finish, be structurally sound and be in good repair. There must be no sharp or protruding fixings and no removable plastic coverings.
- Mattresses must fit snugly with no gaps, be suitable for the specific type of crib, pass an open-flame test and not pose a risk of suffocation.
- Crib bars must be no less than 1 inch (25 mm) and no more than 2 3/8 inches (60 mm) apart. The size of mesh weave must be less than ¼ inch (6 mm) with
- There must be no corner post extensions, steps, footholds or decorative cut-outs in the head or foot boards.
- Drop down rail locking mechanisms must be unreachable by the child or difficult to release making them child safe. Folding cribs must not have a rotating hinge in the centre of the top rails and top rail fasteners must be self-locking to prevent accidental collapse.
- Wheels, where provided, must be lockable so that the crib can be immobilised when in use.

**RM07-13**

**Guestroom telephones**
All guestroom telephones must be able to be used to call for assistance from the local emergency services and the hotel.

**RM07-14**

**Circuit Breakers**
"Ground fault circuit interrupters" ("residual current devices"), in the form of circuit breakers or protected outlets, are required in the following areas:
- All electrical outlets in leisure areas within 40ft (12m) of the edge of the swimming pool.
- Under water pool lighting other than low voltage lighting.
- Electrical outlets exposed to the weather elements or that are within 20ft (6m) of a water source.

Guestrooms, bathrooms, restrooms, mechanical rooms, pool pump room, commercial and guest laundry, kitchens, vending areas and other interior areas within 3ft (1m) of a water source.

**RM07-15**

**Electrical Distribution Systems:** An inspection of the electrical distribution system must be conducted at least once every five years by a qualified third party recognised by a professional body.

**RM07-16**

Where doors are required in guest vending and laundry rooms, they must have a view window with a minimum area of 100in² (0.6m²). In "fire rated door assemblies" the window must also be fire rated. Lighting in vending areas and/or guest laundry areas must remain on at all times or must automatically illuminate when there is entry into the area; an un-switched or key switched circuit is required.

**RM07-17**

**Carbon Monoxide Detection**
All hotels shall endeavor to reduce the risk of injury or ill health to employees, guests, visitors and other “stakeholders” through the correct design, installation and maintenance of fuel burning appliances. Single- or multiple-station (interconnected) carbon monoxide detectors and alarms must be installed in each room containing fuel burning appliances and, unless otherwise determined by a risk assessment, in each guestroom adjacent to the fuel-burning equipment room or its vent path, and in each corridor or common area adjacent to the fuel-burning equipment room.

Affected fuel burning appliances include, but are not limited to, any furnace, boiler, water heater, steam generator, fireplace, laundry dryer, appliance and apparatus, but excludes cooking equipment.

**RM07-18**

**Gas Distribution Systems**
An inspection of the gas distribution system must be conducted at least once every five years by a qualified third party recognised by a professional body.
Parking areas, driveways, steps and courtyards must be illuminated to help ensure guest safety and convenience.

Eye wash facilities, for example eye wash bottles, must be provided in all locations where "hazardous chemicals" are stored or dispensed.

As a minimum, first aid kits must be kept in the following places:
- Front desk
- Kitchen
- Housekeeping/Laundry
- Maintenance and engineering areas
- Chemical storage areas
- Security office

First aid instructions must be kept in first aid kits.

**Elevators**

**Fire Alarm**: In the event of a fire alarm being activated, elevators must automatically go to a floor level unaffected by fire and the elevator doors must open to allow those travelling in the elevator to escape.

**Emergency Lighting**
"Emergency lighting" must be provided in the elevator car.

**Power Failure**
"**New Construction**": In the event of a power failure, elevators must be equipped with an emergency power supply to return the elevator car to a floor level and the elevator doors must open to allow those travelling in the elevator to escape.

"**Existing Hotel**": Where an emergency power supply is not available, a contract must be in place with the elevator maintenance company to provide a 24 hour callout facility to release any trapped people from the elevator.

**Signage**
A professionally prepared sign must be provided adjacent to the call button(s) in elevator lobbies, in the local language (s) and in English, giving a clear warning against the use of elevators in the event of fire.

For example: 'In the event of fire do not use the elevator; use stairs'.

**Telephone/Intercom**
Each elevator must have a house telephone or intercom that connects directly to the front desk or emergency monitoring centre. Calls from the elevator must not be answered by an auto-attendant at any time.

**Garage Elevators**
- "**New Construction**": Garage elevators must not service guestroom levels
- "**Existing Hotel**": A risk assessment must be carried out and approved by IHG
8. Data Privacy

RM08-01 Hotel management shall endeavor to reduce the risk of loss to employees, guests, visitors and IHG through the completion of information security risk assessments and the development of procedures and the periodic review of those procedures.

RM08-02 The General Manager of each hotel and all appropriate department heads and staff must participate in training concerning the privacy of guests’ personally identifiable data and credit card information.

RM08-03 Commercially reasonable efforts must be taken to secure from unauthorized access data and other records that contain guests’ personally identifiable data and credit card information. Records must be destroyed (shredded) upon disposal.

RM08-04 Personally identifiable data collected from guests and employees must not be distributed to unaffiliated third parties.

RM08-05 A privacy statement that explains what types of personal data are collected and stored by the hotel, and the uses of such data, must be included in the guest directory. The statement must accurately reflect actual business practices and comply with local privacy regulations.