

Core Security Services

1. Comprehensive Security Needs Assessment & Cost Optimisation

- Full-Spectrum Risk Evaluation with on-site assessment of physical security, operational procedures, guest access, and staff movement to identify real vulnerabilities across the hotel environment.
- Resource Allocation Review with analysis of current security manpower, systems, and infrastructure to ensure optimal deployment, eliminate redundancies, and prioritise high-impact areas.
- Cost-Benefit Alignment to develop a strategic security plan that balances risk mitigation with financial efficiency – recommending targeted technology upgrades or personnel adjustments for maximum ROI.

2. Professional Manned Guarding

- Brand-aligned concierge-style guards trained in luxury hospitality etiquette, first-aid, and multilingual to be effective yet discreet.
- Commanded through a Central Operations Room for real-time 24/7 coordination, support and quality management.
- Equipped with GPS or NFC-based patrol tracking technology to verify patrol routes and checkpoints, ensuring full accountability and shift compliance.

3. Access Control & Visitor Management

- Digitally logged entry for all staff, guests, and contractors registered through a secure, time-stamped biometric system.
- Integrated with hotel's PMS where applicable for seamless guest arrival tracking.
- Real-time oversight with entry points monitored by live Central Operations Room.

4. Surveillance & Monitoring

- AI-Enhanced CCTV monitoring and video analytics to detect suspicious behaviour, loitering and unauthorised movement.
- Integrated sensor and camera networks to include hi-resolution cameras, thermal imaging and smart perimeter monitoring beyond public areas.
- Live oversight by the Central Operations Room with all feeds actively monitored 24/7 by trained personnel enabling instant response and incident verification.

5. Emergency Response & Incident Management

- 24/7 Incident Command Support through the Central Operations Room. coordinating response and logging of all incidents for post-event review.
- Trained On-Site First Responders for basic first aid, fire safety, and emergency evacuation procedures for immediate action.
- Public Service Liaison through established relationships with police, fire service and hospitals to ensure rapid seamless coordination in all incidents.

Enhanced Services | Tailored for the Luxury Hotel Sector

6. Intelligence & Risk Reporting

- Operational Risk Insights highlighting infrastructure and procedural vulnerabilities such as physical asset deficiencies, poor lighting, camera blind spots, access loopholes, and guest flow control issues.
- Behavioural Intelligence reporting on patterns of internal theft, staff-led scams, problematic guest behaviours, and fraud tactics observed across HSG client hotels.
- Zanzibar-Wide Threat Monitoring including real-time alerts and trend analysis on regional crime, unrest, regulatory updates, and incidents affecting the tourism and hospitality sector.

7. Fleet Management for Hotel Vehicles

- Driver Behaviour Monitoring using real-time tracking of speed, acceleration, braking, and idle time to ensure safe, professional driving standards aligned with your hotel's brand image.
- Fuel Consumption Analytics and automated reporting of fuel levels and usage patterns, with alerts for refuelling irregularities or signs of siphoning to combat fuel theft.
- Geo-Fenced route control to ensure vehicles are digitally confined to approved zones; alerts are triggered immediately for unauthorised detours, private taxi use, or off-duty trips.

8. Covert Operational Integrity Evaluation

- F&B Transaction Testing by posing as a normal guest to assess whether staff offer or accept off-POS cash sales, fail to issue receipts, or divert items without logging them through the hotels system.
- Service Integrity and Quality observation by covertly evaluating adherence to SOPs across all hotel functions with detailed reporting of all gaps in professionalism, compliance, and potential collusion.
- Theft Vulnerability Simulation by intentionally creating opportunities for misuse (e.g., leaving valuables unattended, paying in cash) to observe staff response and test the effectiveness of internal controls.

9. Hotel stock Theft Prevention Programme

- Critical Control Point Surveillance utilising strategic monitoring of all hotel stock vulnerable areas using combination of smart CCTV, covert cameras, and targeted guard presence during vulnerable time periods.
- Access & Movement Controls by the implementation of time-based access restrictions, sealed storage, and logged entry systems to limit unauthorised handling of high-value stock, especially alcohol and perishables.
- Audit & Reporting Framework with regular stock variance checks, employee and vulnerable area searches, supported by intelligence summaries highlighting theft patterns and staff manipulation techniques.

10. Professional Lifeguard & Water Safety Services

- Certified Lifeguards, professionally trained and continuously tested deployed to pools and beachfronts, with rotation schedules to maintain constant vigilance and rapid response capability.
- Provision of Rescue & Safety Equipment ensuring all stations are equipped with rescue tubes, spinal boards, first aid kits, communication devices, and where applicable, ocean-specific gear such as rescue boards and fins.
- Preventative Risk Management with daily environmental assessments of tides, currents, and pool conditions, with guest advisories, flag systems, and active intervention to prevent incidents before they occur.

11. Security Coordination for Conferences, Weddings & High-Profile Events

- Pre-Event Risk Assessment & Planning with site walkthroughs, guest profiling, vendor screening, and threat analysis to develop a tailored security plan that aligns with event logistics and guest experience expectations.
- Integrated On-Site Security Operations, deployment of discreet, brand-aligned guards, surveillance support, controlled access points, and emergency readiness — all centrally coordinated for seamless execution.
- VIP & Asset Protection with bespoke personal security escorts for high-profile individuals, secure storage for valuable items (e.g. gifts, equipment), and liaison with police or private protection teams as required.

12. Advanced Security Technology Solutions for the Hospitality Sector

- Custom System Design & Installation, bespoke planning and deployment of smart surveillance, biometric access control, and alarm systems tailored to each property's unique layout and guest profile.
- Integrated Platforms with seamless integration of CCTV, access control, intrusion detection, and fire safety systems into a unified dashboard for real-time monitoring and response coordination.
- Latest Technology sourcing, supply and implementation of cutting-edge solutions including AI-enabled analytics, facial recognition, RFID inventory tracking, and remote access management systems.

13. Strategic & Tech-Driven Services | Future-Proofing Your Hotel Security

- Sustainable Guarding Practices, including use of electric patrol vehicles, solar-powered lighting and surveillance systems, and eco-conscious uniforms to reduce environmental impact without compromising safety.
- Plastic-Free Guarding Policy eliminating single-use plastics within guard operations — including hydration, packaging, and reporting tools — in alignment with hotel sustainability goals.
- Free Guarding Support for Community Initiatives including provision of complimentary security coverage for approved hotel-led community educational and environmental events, reinforcing CSR values while maintaining guest and staff safety.