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Global Hotel Threat Intelligence

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0900	Hong Kong	SQ	281
0900	London-LHR	MI	5806
0900	Penang	SQ	882
0920	Bangkok-BKK	VS	7973
0915	Brunei	SQ	8502
0925	Hanoi	TR	624
0925	Jakarta	TK	9338
0925	Manad	MI	



**Overseas travel
restrictions are
changing often.**

 Australian Government

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Overseas travel restrictions are changing often!



New challenges arise that can jeopardize your travel plans

Australasia Travel Insights by Stefan Vito Hiller, Managing Director of Sky Touch Global

In addition to COVID-19, there is another new travel risk that we are facing. It is called overseas travel restrictions. This can include, change or cancellation of flights, a change to the entry conditions, or a change of length to hotel quarantine, which can affect connecting flights. By the time you have prepared your travel plans, things can quickly look different, leaving you often very little time to respond.

I have recently traveled from Brisbane to Jakarta via Singapore under these conditions. While I have relocated to Indonesia to bring **Sky Touch Global** closer to the Indonesian Market, I have encountered multiple hurdles that required full attention and detailed planning before the commencement

of this trip. Australia's borders remain closed (in and outbound) due to a shortage and mismanagement of the vaccine rollout. People are only allowed to leave the country with a special permit from the Australian Border Force. Even a return is made extremely difficult because of the shortage of hotel quarantine facilities in Australia. Too many hotels are no longer providing rooms to this Government Operation because a new domestic market is much more profitable and less risky for the employees. Too often were hotels negatively mentioned by the media.

On 02.07.21 the Government response was a 50% reduction of return travelers to make up for the loss of room allocations. Hotels are not really to blame for this as they have done an

more next page...

JAKARTA Gateway into Indonesia



extraordinary job. Also, if you want to avoid a *Denied Entry Scenario* at your destination, then ensure you travel only fully vaccinated and with a negative PCR-Test. Indonesia has made this recently a standard requirement. When the Government in Indonesia responded at the beginning of July to the Delta-strain, the quarantine conditions changed quickly from 5 to 8 days. However, passengers arriving from India must quarantine for 14-days.

Transit

When you transit through Singapore, and you come off the plane, passengers are asked at the gate to line up, get temperature tested, and receive a color-coded wristband before getting escorted to a designated holding zone in the terminal. No one is allowed to leave the group until you have reached the holding zone at Changi Airport. There you can find spaced-out seating arrangements, vending machines, a children's playground, and restroom facilities.

No shops, restaurants, or butterfly gardens as it used to be. No one is allowed to leave the zone until it is time for you to board the plane. Also, here, passengers are getting escorted from the holding zone to the gate. After my experience at Brisbane Airport, it was great to see that at least all staff at Changi Airport were wearing full PPE. Depending on where you are going next, different PPE requirements may apply. I came across a group of passengers traveling to Manila who needed masks and a face shield. Those who did not had a face shield



had to purchase a face shield in the holding zone. What takes getting used to is how ground staff communicate with passengers today. Those who know Singapore/Southeast Asian culture would remember the friendliness and the utmost customer service experience. The pandemic has also changed this, and passengers need to get used to a different tone of voice. You will find everything in typical Singaporean efficiency, and after a while in transit, you will forget the blend of military-style leadership with slightly colder customer service. Also for them, you are seen as a potential carrier of the virus.

Room for human error

Since the social distancing from Singapore to Jakarta wasn't that good, I was glad I had a full medical gown and goggles to protect myself. Very little do we know about all other passengers and where they have been days before departure. It is something I would advise every traveler to have in the carry-on bag.



The future of international travel

It depends on your agenda and attitude. If a positive COVID-19 result doesn't affect your schedule, and if you can accept an infection with COVID-19, inpatient hospitalization or extended hotel quarantine (**even if you are fully vaccinated**) doesn't bother you, then so be it. But you may have to expect some significant disruptions. Suppose you do not want to get caught, then you should always stick to the basics regardless and comply with the requirements. It also helps to assume that every other person traveling next to you could be a potential carrier of the virus. When you travel, and an area is specifically marked as a **RED ZONE** (e.g. **steril zone Brisbane Airport**), it is imperative that you also respond to it accordingly and comply with the requirements in your own interest. The signs are there for a reason.

However, keep in mind that the vaccine will not protect you from contracting corona. The only goal of the vaccine is to protect you from death. This seems to be a point that is often misunderstood.

Crossing the Indonesian border

Before you can finally enter the border in Jakarta, and a staff member from the health department in the hotel ensures that you had qualified for quarantine in your pre-booked hotel room, you have to pass **nine different checkpoints**. This took over 3 1/2 hours at Jakarta airport. Once you have completed another PCR-Test and you have received another color-coded wristband, which you are not allowed to remove, you officially enter the stage of hotel quarantine. I see great opportunities here for the hotel industry to make a difference for a pleasant stay. The hotel I have chosen certainly understood this and I experienced an excellent hotel product in Jakarta.

10 things you should consider in preparation for hotel quarantine



Tips for successfully handling hotel quarantine:

- Once you enter the room, leave all belongings in the landing and shower before making yourself comfortable in the room. Always treat your hotel room as a sterile zone.
- Most rooms have been thoroughly cleaned, and, in some countries, room doors are sealed. To have peace of mind, it is recommended to disinfect high touch points once more. It can be a helpful step purely from a psychological point of view, as isolation can sometimes be tricky.
- Adopt to a daily routine quickly and bring your favorite book to read or music that you like listening to.
- While you are in hotel quarantine, avoid listening to the news on TV

and social media. Remember, while you are safe in quarantine, there is nothing you be able to change.

- Try to keep yourself mentally as well as physically fit. Great workout videos can be found on YouTube.
- Stay in contact with your family and friends to not feel too isolated. Avoid talking about food or other graving, as you will not be able to satisfy them. For example, it is not allowed for anyone to get anything to your room delivered in Indonesia. It requires mental strength to accept that you will only be getting three meals a day. Having said this, it makes sense to bring your own snacks, perhaps your favorite tea, etc.
- Find ways to occupy yourself. Hotel quarantine is an excellent opportunity to catch up on sleep and you will have some time for yourself.
- A hotel quarantine can be, for some, psychologically challenging. If you know you are claustrophobic, consider that you book yourself a large enough room and perhaps with a balcony.
- It is advisable that you bring your own hand sanitizer, anti-bacterial wet wipes, and temperature gun with you. It gives you some form of control while you are cut off from the outside world.
- In case you are suffering from any medical conditions, ensure you bring all your medication and/or supplements with you. To successfully manage hotel quarantine, you need to be mentally and physically strong enough.

It is of the utmost importance to maintain a positive attitude towards everything as this can help make your stay a pleasant one.



Useful tips on how to identify a suitable hotel for quarantine

The goal is to mitigate your travel risks as much as possible:

- Select a hotel that does not require you to travel long distances. If you have the option, reduce travel time. Less exposure means fewer risks.
- If you are travelling with children or as a couple, select a room category that is large enough.
- Pick a hotel with only individual air condition units installed (air intake is inside each hotel room).
- Select a hotel room that has no carpets/fewer textiles. It is easier to clean yourself if you want to avoid housekeeping services.
- Select a hotel brand that has a reliable and robust **COVID Safety Management System** in place. The Airport Hotel in Jakarta kept all promises that were made and I would rated high. Consult **Sky Touch Global** before you plan to travel. ■



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* SUBJECT TO TRAVEL RESTRICTIONS AT THE TIME

You need hotel threat intelligence, and you need it now

By Jeff Moore, PhD CEO, Muir Analytics
Purveyor, the SecureHotel Threat Portal



It's an unfortunate reality. "Bad guys" attack hotels. Terrorists, criminals, and violent political activists are the culprits. Their brand of violence is on the rise globally. Internationally, from 2010-June 2018, there were over 1,000 acts of hotel violence, killing over 2,000 and wounding over 4,000. This doesn't include US hotel violence, which occurs at a rate of over 30-50+ incidents every month. There are big, damaging attacks such as the 2019 bombings in Sri Lanka against four hotels that killed 63, and there are small attacks, like the February 2021 sledgehammer assault on a woman at the Primus Hotel in Sydney. Big or small, the resulting repairs, payouts to the injured, lawsuits, brand damage, and insurance troubles siphon off hotel profits and cause infinite difficulties.

Standard hotel security and risk management processes are outdated. So, what's the solution? The solution is modern, government-grade hotel threat intelligence specifically designed to feed full-spectrum hotel risk reduction.

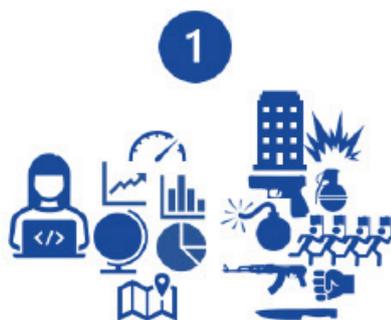
What is hotel threat intelligence?

Hotel threat intelligence is statistics, maps, graphs, case studies, and analyses showing hotel violence trends the world over. It's online, and it tells who is doing it, the types of attacks going on, where it's happening, the damages done, and more. It's like a road map showing where hotel violence has been, where it is now, and where it might be going. The US Secret Service calls this "protective intelligence." Protective intelligence produces a "threat picture" of the "bad guy situation." And if one knows "how the bad guys do it," one can reduce the risks they pose.

What can be measured can be managed.

It's the same concept as the data used to support hotel builds in new markets. One doesn't just build 10 new hotels in Africa and hope for the best, for example. One collects economic, travel, and tourism data on Africa and then plans to put the right kind of hotels in the right places for optimal profits. The same is true for protecting hotels, guests, profits, and brand reputations from violence. It takes the right kind of information to get the job done.

Modern hotel threat intelligence! How does it work?



1 Hotel security managers, lawyers, architects, & risk/insurance managers view & digest hotel threat intelligence in the form of maps, graphs, charts, case studies, & written analyses...



2 Knowing the threats, these hotel officials then create plans to reduce violent risks to hotels via intelligence-driven security, crisis management planning, legal planning, architectural upgrades, & real-world insurance policies...



3 The results: **FULL SPECTRUM HOTEL RISK REDUCTION** – better protected hotels with superior physical security, crisis management plans, architecture, legal policies, & insurance policies.

Examples

Broad hotel violence trends for the Middle East, for example, might tell hoteliers there have been a specific number of car bombs exploded at hotels in the region during a particular timeframe, plus the overall reasons behind those car bombs, and more. The tactical trends would tell the hotelier how the car bombs were put in place, what damages occurred, the number of killed and wounded, who did the bombings, why they did it, and other technical information. All this protective intelligence combined makes up the hotel threat picture.

Hotel threat intelligence also shows outlier data. In America, for example, shootings by criminals account for most hotel violence. But bad actors in the US occasionally bring explosives into hotels, and they sometimes commit arson. The US hotel threat picture additionally shows that al Qaeda and ISIS threaten hotels in larger US cities and military areas. Furthermore, the US has sporadic violent protests at hotels. So, the threat picture for any given country or region can be complex in some cases.

How do hotels use hotel threat intelligence?

If hoteliers know the hotel threat picture, then the solutions become clearer. Specifically, the right kind of physical security, crisis management planning, staff training, legal defense planning for lawsuits, security architecture, and insurance policies all become focused and more effective. All these methods working together results in full-spectrum hotel risk reduction.

Hoteliers can look at the hotel violence trends contained in the maps, graphs, statistics, and case studies and ask, "Are these violent things happening where my hotels are located?" And "My hotels seem like they are ok, but might these violent things happening to hotels in other places happen to my hotels?" From there, the hotelier, or by working with an approved security contractor, decides to counter certain types of violence showcased by the intelligence.

From the Middle East example above, hotels could focus on, among other things, countering car bombs. This would apply to physical security regarding standoff distances, parking, bomb inspection, and scores of other physical security innovations spurred by the intelligence. Architecture that blunts car bombs can be incorporated. Hoteliers can create crisis management plans and staff training to respond if a car bomb does go off. Lawyers can assess what car bomb scenarios the hotel might be sued for and prepare to counter them. Risk managers can ask brokers for bespoke hotel insurance coverage that focuses on the Middle East threat picture, and they can get creative with captives as well.

Hotel threat intelligence is critical to hotel security and business resilience. Modern threats call for modern solutions. Using outdated risk reduction methods leaves hotels, guests, staff, and revenues exposed. Hotels must adapt if they want genuinely effective security. ■

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