

Internal Use:

Document Title	Nature of Policy: (Internal / External)	Print Date
OYO Safety and Security Policy for Asset Partners	External	
Version	Prepared by	Date Prepared
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Effective Date	Reviewed by	Date Reviewed
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	Approved by	Date Approved
<p>Note:</p> <ol style="list-style-type: none"> 1. Above details are required for all policies (internal and external) to maintain hygiene in communication and documentation. 2. All policies (external) shall be prepared using this template. 3. All Asset Partner related policies will be uploaded in the OYO POLICIES link. Internal policies will be uploaded in MPower. 4. All previous versions of the policy including release dates and modifications should also be maintained. 5. All Asset Partner policies will form part of the MOCA 6. Font and Size – Times New Roman 11 		

External Use

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OYO Safety & Security Policy

Release Date	Shall mean the date on which the Policy was first communicated to the Asset Partner.
Objective	To create awareness and inculcate a culture of safety & security amongst Asset Partners
Scope	<p>Educate the Asset Partners on the following aspects:</p> <ul style="list-style-type: none"> (i) Minimum Safety and Security Requirements (“MSSR”) at the Property; (ii) Processes required for ensuring the safety and security at the Property; (iii) Create awareness and functionality of the various equipment usually installed at hotel properties to enhance safety and security. (iv) Emergency Response Management (“ERM”) guidelines- <i>Annexure-1</i> (v) Recommended visitor policy-<i>Annexure-2</i>

Key Features	<p>The Asset Partner shall ensure:</p> <ol style="list-style-type: none"> 1. Security of guests, employees and visitors at the Property. 2. Educate staff about the safety and security requirements and emergency response procedures as prescribed under the ERM and provided as part of this Policy. 3. The Property should remain in compliance with MSSR requirements as provided under the ERM. 4. Compliance with all guidelines, directives and orders issued by the local, central and state Governments from time to time. 5. Compliance with the provisions of Prevention of Immoral Trafficking Act, 1956 (“PITA”) and the Protection of Children from Sexual Offences Act, 2012 (“POSCO”). OYO has communicated guidelines to the Asset Partner provided in <i>Annexure-3</i> 6. OYO-SRT is immediately kept informed of any safety and security related incidents at the Property.
Customer Terms	N/a
FAQ	<p>Q: What are the documents acceptable at the time of check-in of guests?</p> <p>Only Government of India approved identification proofs should be accepted during guest check-in at the Property. PAN card is not acceptable as a valid ID proof during check in.</p> <p>Q: What are the types of fire extinguishers required to be installed at the Property?</p> <p>It is recommended that Class A, B & C fire extinguishers are installed at the Property. Asset Partners may refer to local laws and guidelines issued in this respect to obtain more information regarding fire fighting measures and equipment.</p> <p>Q: What is the suggested frequency of fire drill at the Property?</p> <p>Every six months.</p> <p>Q: Where should the CCTV cameras be installed at the Property?</p> <p>The CCTV cameras at the Property should cover all critical areas of the Property (except rooms) including but not limited – main entrance, lobby, lift, reception, exits and stairs. Asset Partners should reach out to their nearest law enforcement agencies to understand the specific requirements of maintaining image back up in their city.</p> <p>Q: How often should first aid kits be checked at the Property?</p> <p>It is recommended that all first aid kits at the Property are checked for their use status, expiration date, and condition on a monthly basis. Asset Partner should also ensure that all sterile items remain sealed if not in use.</p>
MOCA	<p>The OYO Safety and Security Guidelines (“Policy”) is governed by the terms of the Marketing and Operational Consulting Agreement (“MoCA”) executed with you and shall at all times be read in conjunction with the MoCA. The provision of</p>

	services under these Terms shall at all times be part of and subject to the MoCA. All capitalised words not defined under this Policy shall have the meaning ascribed under the MoCA. In the event of a conflict between the Policy and the MoCA, the provisions under the Policy shall prevail.
Contact us	For any operational issues please raise a ticket on the Co-OYO App.
Applicability	The Policy will become applicable from the date of onboarding of the Asset Partner with OYO.

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Annexure-1: ERM for Asset Partners

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1. Introduction

For any hospitality space, safety and security of the guests is of paramount importance. In a constantly changing world, there must be a robust emergency response plan to deal with risks faced and continue with business. With thousands of properties on-board, OYO has accumulated collective understanding of the risks and emergencies that may impact hospitality properties. While each of OYO's partners may have their own systems and procedures in place in addition to the regulations provided by authorities this document serves as guidelines to help our Partners manage emergencies and minimize the chances of harm to anyone in their property.

The incidents and respective steps to be followed are based on industry practices.

2. Purpose

The purpose of this document is to provide guidelines & training material(s) to enable property managers/owners to appropriately respond to emergencies taking into account:

- Safety of all staff, guests, vendors and visitors within property.
- The physical and emotional wellbeing of all occupants.
- The timely stabilization of emergency situation
- Safeguarding brand image

3. Responsibility

It is the responsibility of property owners to ensure overall safety and security of their property and take adequate measures to ensure overall safety and security including but not limited to the security of guests, staff and visitors to their properties.

It is also the duty of property owners to comply with the safety related laws and guidelines issued from time to time by governing authorities e.g., Ministry of Tourism, local law enforcement agencies, state governments, municipal corporations and other governing authorities. The property should scrupulously follow the security related guidelines issued by ministry of tourism related to classification and reclassification of operational hotels vide letter No. 8-TH-I(3)/2013-PT-1Dt19-01-2018 https://tourism.gov.in/sites/default/files/2020-02/Hotel_Guidelines_From%2019-01-2018.pdf

4. Applicability

This OYO recommendation is applicable to all OYO businesses except MWS & Weddingz.

5. Minimum Safety & Security Measures (MSSRs)

Owners/Property managers are advised to ensure the below mentioned MSSRs are kept operational and maintained all the time.

- A&D Register/Visitor Register (Digital/Physical) needs to be maintained accurately and kept updated with all required particulars.
- ID proof of the guest(s) to be obtained and maintained securely in accordance with data protection laws/guidelines.
- Fire extinguishers should be in working condition.
- CCTV cameras should be placed in all common areas, stairways, entry & exit gates, kitchen area, reception ,parking area (if any), in working condition with a backup of 30 days or as per specific state guidelines, as applicable.
- All rooms to be equipped with a safety latch.

6. Recommended proactive readiness by Asset Partner

- Keep local Police station, medical helpline & fire brigade contacts
- First Aid Kit
- Covid safety related material (mask, sanitisers, hand gloves & disinfectant solution)
- Weekly audit of fire extinguisher equipments & first aid kit (to be conducted by property staff)
- Keep emergency exit(s) free from obstacles
- Keep CCTV NVR supportive & its access restricted to authorised personnel
- Paste earthquake/fire handling awareness poster at reception and common area
- Guest emergency contact (if he/she allows)

7. Emergency Directory

Every property owner should ensure that they have an updated Emergency Directory which is readily available to its staff and pasted at the property front desk.

8. Types of Incident

- Death/Murder/Suicide
- Sexual Assault/ Rape
- Natural Disaster (Cyclone,Floor, Tsunami,Earthquake)/ Fire
- Medical Emergency
- Violation of Prevention of Illegal Trafficking Act (PITA) or The Protection of Children from Sexual Offences Act (POSCO) Act
- Forced Entry
- Physical Violence
- Bomb threat
- Terrorism
- Guest Privacy Issue
- Theft/Burglary
- Verbal Abuse
- Carrying illegal weapons
- Gambling
- Covid-19 related
- Service Related

9. General rules for every incident

- Inform OYO Safety Response Team at oyo.srt@oyorooms.com immediately.
- Do not broadcast news and maintain confidentiality. To be shared on a “need to know basis”.
- Follow instructions of Police/other authorities as involved

10. Guidelines w.r.t incidents reported

Incidents	Recommended Partner Response
Murder/Suicide	<ul style="list-style-type: none"> ● Dial 100 & inform Police to seek guidance ● Do not open room, wait for Police to arrive ● Vacate and secure the area ● Do not let anyone enter the crime area to prevent evidence tampering ● Follow Police instructions/ guidance and cooperate in the investigation ● If Police takes away guest’s belongings, please take a receipt
Guest not opening the door/ no response from guest	<ul style="list-style-type: none"> ● Call in-room extension if unanswered try guest’s mobile number ● Check the cctv to ascertain if guest(s) is in the room ● Ring the doorbell or knock on the door, if unanswered the dial 100 to inform Police

	<ul style="list-style-type: none"> ● Wait for the Police to arrive and follow their instruction
Medical Emergency	<ul style="list-style-type: none"> ● Immediately Call an ambulance/doctor ● In case of injury, offer first aid kit to help the guest ● If required, rush to the nearest hospital without disturbing the affected part of the body in case of wound/fracture
Molestation /Eve teasing	<ul style="list-style-type: none"> ● Dial 100 & inform Police (You may also advise the victim to contact the Police) ● Follow guidance offered by the Police ● If possible, allow female staff to interact with the victim ● Preserve the scene for evidence to be collected by law enforcement ● Make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.
Rape/attempt to rape/sexual assault	<ul style="list-style-type: none"> ● Dial 100 & Inform Police ● Follow guidance offered by the Police ● If possible, allow only female staff to interact with the victim ● Preserve the scene for evidence to be collected by law enforcement
Physical Violence/fight with the guests / in between the guests or staff	<ul style="list-style-type: none"> ● Intervene, apologize and try to calm both parties ● Try to understand the reason for the behavior and provide a solution ● Strict action is recommended against the staff (if found guilty) ● if needed, dial 100 to inform Police & follow their instructions
Guest in possession of a weapon	<ul style="list-style-type: none"> ● No unlicensed weapons to be allowed in the property ● If guests does not have license for the weapon, dial 100 to inform Police & follow their instructions
Guest in possession drugs/any contraband	<ul style="list-style-type: none"> ● No drugs & contrabands are allowed

	<ul style="list-style-type: none"> ● If guest(s) are in possession of any narcotic drugs, dial 100 to inform Police & follow their instructions
Child missing from property / offence against the child at the property / kidnapping	<ul style="list-style-type: none"> ● Dial 100 to inform Police & follow their instructions ● Check CCTV footage ● Be supportive and provide all possible assistance to the family
Fire/ Smoke at property	<ul style="list-style-type: none"> ● Switch off the main power source ● Alarm everyone either by shouting “fire fire” multiple times or sound Fire siren repeatedly ● Call the Fire brigade immediately ● Try to extinguish the fire using the appropriate fire extinguisher ● Don't use lift & assemble all guests and staff in a safe & open area. Take headcount to ensure everyone is safe ● If someone is trapped in fire, cover the victim with heavy cloth to cut off air supply (if using a fire extinguisher avoid spraying on face as it might cause other medical issues) ● Call the ambulance & take the victim to hospital immediately
Natural Disaster: Earthquake / Tsunami/Flood / Cyclone	<ul style="list-style-type: none"> ● Alarm everyone either by shouting or by raising an alarm ● Switch off the power supply ● If possible collect emergency supplies such as food & water ● Call the Fire brigade if people are trapped inside the building ● In case of Earthquake ● Shout and ask everyone to drop to the ground in front of any seat/table/heavy furniture, cover head with arms & hold neck until shaking stops ● Call the Fire brigade if people are trapped inside the building ● Turn on radio/communication channel for updates ● In case of Tsunami/Flood/Cyclone ● Raise alarm to reach higher ground

	<ul style="list-style-type: none"> ● Ask everyone present to close all the doors and window & not to stand near glass windows/doors ● Help everyone to evacuate the property if possible ● Ask everyone to not use lifts and move to an open area for headcount ● Call the Fire brigade if people are trapped inside the building ● Turn on radio/communication channel for updates
Police Visit to Property	<ul style="list-style-type: none"> ● Understand their purpose of visit & politely cooperate
Reasonable suspicion of Prostitution activities/Violation of Prevention of Immoral Trafficking Act, 1956 (“PITA”) and the Protection of Children from Sexual Offences Act, 2012 (“POSCO”) / Other suspicious activity	<ul style="list-style-type: none"> ● Remain vigilant and watchful of any such activities at your property ● Train and sensitize staff / employees, especially at the front desk ● Validate the IDs of all guests and visitors ● In case of any suspected activity, dial 100 to inform Police & follow their instructions
Gambling	<ul style="list-style-type: none"> ● Gambling to be prohibited in property premises ● If found, dial 100 to inform Police & follow their instructions
Bomb threat	<ul style="list-style-type: none"> ● Do not touch any suspicious /abandoned bag or packed material ● Dial 100 to inform Police & follow their instructions ● In case of no guidance, evacuate the place immediately
Terrorist attack	<ul style="list-style-type: none"> ● Remain vigilant and watchful ● In case of suspicious activity raise alarm ● Dial 100 to inform Police & follow their instructions
Covid-19 case suspected at property	<ul style="list-style-type: none"> ● If a guest/staff is suspected of having covid-19 (shows symptoms), ask him/her to isolate from other guests & staff ● Immediately inform the local helpline

	<ul style="list-style-type: none"> • Disinfect the area /room • Everyone in contact with the suspect to get an approved COVID -19 test done and isolate till results are received
Burglary/Theft	<ul style="list-style-type: none"> • Immediately inform guests and ask them to dial 100 and inform Police & & follow their instructions • Restrict staff movement out of the premises.

11. Consequence Management

Considering the possibility of damage to reputation and brand of OYO in the events of non-adherence to the MSSR, mishandling of incidents, failure to respond timely or failure to inform the OYO SRT as per process, OYO reserves the right to take action accordingly ranging from advising, warning, discontinuing business association to blacklisting of properties depending on the severity of the case.

12. Training & Auditing

Initial and refresher training programs will be conducted by OYO (ERM & Ops) to familiarize OYO Partners on the emergency guidelines and consequence management. OYO reserves the right to conduct periodic audits and/ or mystery snap audits to ascertain the adherence to MSSR and Emergency Response Management. OYO may also ask OYO Partners, from time to time, to self assess their readiness to handle emergency situations.

13. Abbreviations Used

ERM	Emergency Response Management
SRT	Safety Response Team
MSSR	Minimum Safety and Security Requirement
CCTV	Closed Circuit Television

Annexure 2 - Recommended Visitors Policy for Asset Partner for Property

RESPONSIBILITY AND THE SCOPE

Following Functional divisions and officials are obliged to know and use the present document at work:

Policy for Visitors

- Every property to maintain a Visitor Register with the minimum fields listed in Annexure 1:
- Visitors to submit the Original government issued Identity with photo as proof at reception and can collect the same at the time of departure from the property.
- All visitors Guest are allowed to visit the room only after filling up the Visitor Register.
- Visitors Guests will be allowed in the room in the day hour from 0800 hrs. To 1700hrs.
- Visitors are allowed to meet the guest only at the common area post 1700 hrs.
- Only in case of an emergency, guests will be allowed to go to the room before 0800 hours and after 1700 hours.
- Visitor Register to be made available to OYO and government authority/police when demanded
- Visitors who stay with guests overnight will be treated as guests and registered and charged as per hotel Tariff.
- Hotel guests will be responsible for their visitors. Management reserves the right to deny entry to the rooms or service to any person, as its sole discretion in cases including but not limited to illegal or questionable conduct, threatening or intimidating staff members, using abusive or inappropriate language or gestures, engaging acts which disturb the tranquility of the hotel or privacy of guests.
- Additional precautions to be taken due to COVID -19 pandemic are listed in Annexure 2

Annexure 1

Visitor Register Property staff to capture below mentioned detail before allowing entry to the rooms

Serial No.	Date	Name	Phone Number	Purpose of visit	Name of guest	Rooms Number	ID proof	In-time	Out time	Signature

Annexure 2- Covid-19 Precaution

Instruction for visitors

- Hand sanitization at the entry.
- Wear mask while you are in the property.
- Aarogyasetu app to displayed with “safe” rating
- Social distancing norms to be followed while in the property
- Visitor to submit the Original ID proof at reception and can collect the same at the time of departure from the property.

Visitor must fill the declaration form

Visitor Declaration/ Response		
<u>S. No</u>	<u>Question</u>	<u>Response</u>
1	Have you visited any of the countries outside India?	YES/NO
2	Have you visited any of the areas identified as hotspot of covid-19	YES/NO
3	Have you been in contact with a person who has visited outside areas identified as hotspot of covid-19	YES/NO
4	Are you expecting any difficulty in breathing, shortness of breath?	YES/NO
5	Are you experiencing any fever like/ temperature symptoms?	YES/NO
6	Did you consult a doctor or other medical practitioner?	YES/NO
7	How are you feeling health wise?	Well/Unwell

Annexure-3: Policy for compliance to PITA and POSCO Acts

OYO is a preferred partner for millions of customers to stay, and for this, we thank you for your continued support and cooperation. Our success and partnership can only thrive when we continue to provide a safe and secure environment for our guests and customers.

To this end, OYO has always had a zero tolerance policy towards all forms of human trafficking and supports every person’s right to safety and security. While operating your business, strict compliance with not only the letter but the spirit of the Prevention of Immoral Trafficking Act, 1956 (“*PITA*”) and the Protection of Children from Sexual Offences Act, 2012 (“*POSCO*”) and other similar legislations is a non-negotiable requirement for OYO.

As you may be aware in addition to it being a crime not only for the perpetrators, the laws also cover those who provide “assistance” or have “knowledge”. Such incidents also pose a serious threat to brand and company reputation and can lead to suspension/termination of the property from our platform.

Early identification and detection of suspicious activities helps with the prevention and placing a timely check on human trafficking.

If you observe any of the below mentioned behaviors, it may be linked to incidents of human trafficking at your property:

<ul style="list-style-type: none">▪ Multiple people being escorted to a room at a time or different times.	<ul style="list-style-type: none">▪ Bookings for multiple rooms under a single name.
<ul style="list-style-type: none">▪ Guests insisting on little or no housekeeping or constantly denying staff entry, despite housekeeping requests.	<ul style="list-style-type: none">▪ Single guest staying at the property for several days.
<ul style="list-style-type: none">▪ Unassisted minors staying at the property or minors staying with unrelated guests.	<ul style="list-style-type: none">▪ Single female guest booking multiple rooms.
<ul style="list-style-type: none">▪ Individuals loitering and soliciting at the property.	<ul style="list-style-type: none">▪ Individuals showing signs of mal-nourishment, poor hygiene, sleep deprivation, fatigue, injuries and/or unusual behaviour.
<ul style="list-style-type: none">▪ Individuals lacking freedom of movement or being constantly monitored.	<ul style="list-style-type: none">▪ Individuals with no control over their ID or money.
<ul style="list-style-type: none">▪ Extended stay by a guest with few or no possessions.	

We urge you to remain vigilant and watchful of any such activities at your property.

We encourage you to: (a) train and sensitize your staff / employees, especially at front desk, (b) immediately report instances of violation, (c) install CCTV cameras at the property with a minimum backup storage of 30 days, and (d) maintain accurate and updated records of all guests and visitors at the property. Despite your best efforts, should any incidents occur on your property, please inform OYO immediately and provide full cooperation to law enforcement authorities to address any such instances of exploitation.