

Safehotels Certification Report

Audit ID:

4557

Auditors:

Joachim Törngård

Date of Audit:

07/22/24

Location:

Scandic Laholmen (41279)

General Manager:

Matthias Dalnoki (matthias@laholmen.se)

Certification awarded: Certificate



Scores Summary

Questionnaire	Mandatory Score	Standard Score	Premium Score
Hotel Property	100%	71%	36%
Process, Procedure, Training & Management	100%	92%	72%
Security Equipment	100%	100%	62%
Fire Equipment	100%	100%	50%
Fire Procedures and Training	100%	100%	100%
Crisis Management	100%	100%	0%
Total	100%	84%	51%

Executive Summary

Scandic Laholmen has 171 rooms on four guest room floors with one restaurant, two bars/lounges and a fitness centre, and a well-used meeting and conferencing space. The hotel is well-located by the ocean and close to the heart of the city of Strömstad.

Oslo Lufthavn (OSL) Gardemoen is approximately 180 km and a 2.5 minutes drive, depending on the time of day. It is close to the police, fire, and civil defence, all located within 1.5 km. The closest hospital is 40 km away.

Confirmation of Safehotels standards and some action points included with pictures taken to provide additional verification where applicable.

Hotel Information

01 Hotel General Manager's name

Matthias Dalnoki (matthias@laholmen.se)

02 ADDRESS : Street and Number

Laholmen 1

03 ADDRESS : Suburb Name or Area

None

04 ADDRESS : Zip Code

45230

05 ADDRESS : City

Strömstad

06 ADDRESS : Country

Sweden

07 Number of bedrooms ?

171

08 Number of floors above ground level ?

4

09 Number of floors below ground level ?

0

10 Number of designated fire escape staircases from the guest floors?

6

11 Type of Hotel

(C) City Center

12 Hotel Operation

(D) Brand Franchised

13 Service Type

(S) Select Service

14 Number of Bars

2

15 Number of Restaurants

1

16 Number of Meeting rooms

10

17 Distance in KM to the nearest Police station

0.3

18 Distance in KM to nearest Hospital

40

19 Distance in KM to nearest Fire Brigade/ Civil Defence station

1.5

20 Name of the nearest International Airport ?

180

21 Distance in KM to the airport

Gardemoen International Airport

22 Is the hotel part of a multi/use, multi/tenant building, if so what are the other tenants e.g. shopping center, office, private apartments?

N/A

23 Is the Safehotels plaque displayed ?

None

Action Verification

Hotel Property – Action Verification

01.01.01 Doors to outside roof areas are locked OR if the roof door is designated as an outward escape fire exit, it is monitored by an alarm or CCTV when opened.

Evaluation: Yes

Pictures:



See Picture Example

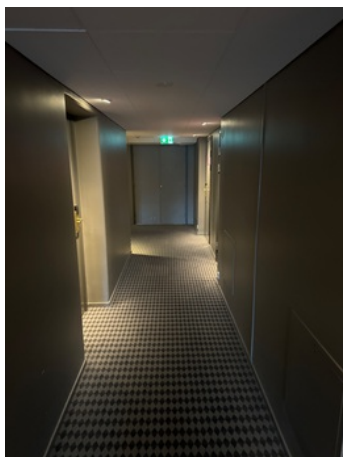


See Picture Example

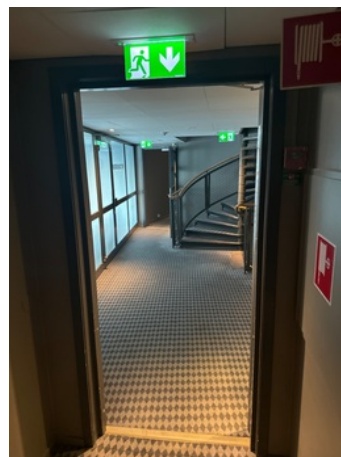
01.02.02 Fire exit escape routes/doors are clearly signed, well lit and free from obstruction.

Evaluation: Yes

Pictures:



See Picture Example



See Picture Example

01.02.05 Fire exit staircases are free from obstruction, well lit, handrails fitted, floor number signs at each level and an exit sign at the final exit from the staircase.

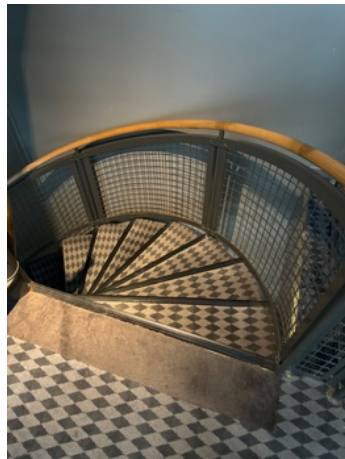
Evaluation:



See Picture Example

Yes

Pictures:



See Picture Example



See Picture Example

01.02.08 Corridors and floors free of any obvious slip, trip or fall hazards

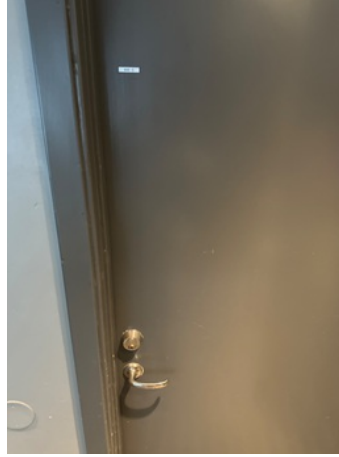
Evaluation:

Yes

Pictures:



See Picture Example

01.02.09 Linen rooms, stores, mechanical and electrical rooms locked when unattended**Evaluation:** Yes**Comment:** Mechanical rooms are locked though.**Pictures:***See Picture Example**See Picture Example***01.02.10 House phones available on each floor with direct call to hotel switchboard only****Evaluation:** No**01.02.11 Inside elevators to guest room floors OR in guest room floor lift lobbies have CCTV****Evaluation:** No**01.02.12 Guest floors and passageways monitored by CCTV****Evaluation:** No**01.03.01 Guest room door has working door self closer****Evaluation:** Yes

Pictures:

See Picture Example

01.03.02 Door lock is operated by an electronic key card.

Evaluation: Yes

Pictures:

See Picture Example

01.03.03 Door lock has electronic double lock mechanism OR manual dead bolt mechanism on inside of room, which can only be overridden by electronic emergency master key card OR emergency metal key.

Evaluation: Yes

Pictures:

See Picture Example

01.03.04 There is an online electronic lock system for guest room doors that enables the door lock open/close readings to be audited and monitored remotely from a workstation.

Evaluation: No

01.03.05 Guest room safes are provided in the bedrooms and are securely fixed to a wall, cupboard, wardrobe or drawer inside the room.

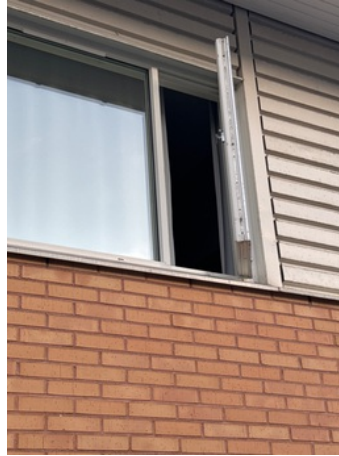
Evaluation: No

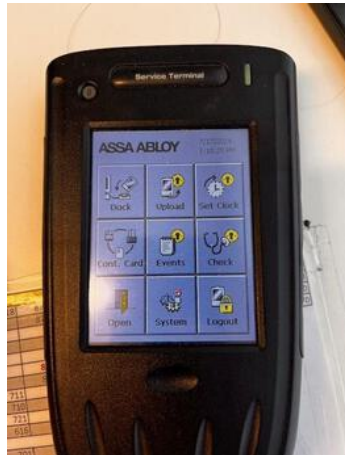
01.03.07 Fire evacuation sign and floor plan on back of guest room door shows location of room and nearest exits with instructions, in local and English language, of what to do in event of fire

Evaluation: Yes

Pictures:

See Picture Example

01.03.08 Windows are sealed units OR if they can be opened, are fitted with a restrictor to allow no more than 10cm opening.**Evaluation:** No**Pictures:***See Picture Example**See Picture Example***01.03.09 Balcony or terrace room doors are fitted with a locking mechanism on the door from inside the room and a sign to advise guests to keep locked when not in use****Evaluation:** Yes**Comment:** No sign to keep locking when not in use.**Pictures:***See Picture Example***01.03.10 Electronic door locks have downloadable audit trail and identifiable key use history****Evaluation:** Yes

Pictures:

See Picture Example

01.03.12 The guest room door has a viewport to look from the inside of the door to view and identify someone standing in the outside corridor, in front of the door.

Evaluation: No

01.03.13 The guest room door has an additional safety chain feature, which can connect to the door-frame if required before fully opening.

Evaluation: No

01.03.14 There is a telephone in the guest room with an emergency call button OR speed dial number direct to a hotel operator.

Evaluation: No

01.03.16 There is a hotel policy and procedure for checking and physically entering a guest room if a Do Not Disturb sign is placed on a guest door for 24 hours or earlier if designated by specific hotel company policy.

Evaluation: Yes

Pictures: [01.03.16_Room_check.pdf](#)

See Picture Example

01.04.01 Conference and meeting rooms are fitted with audit trail identifiable electronic locks

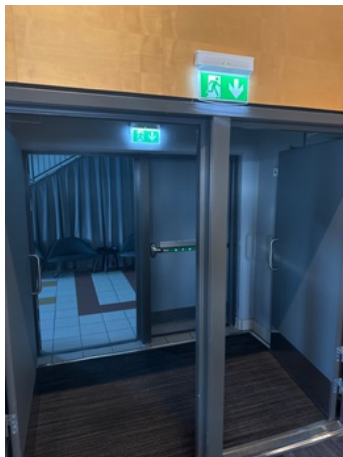
Evaluation: Yes

Pictures:

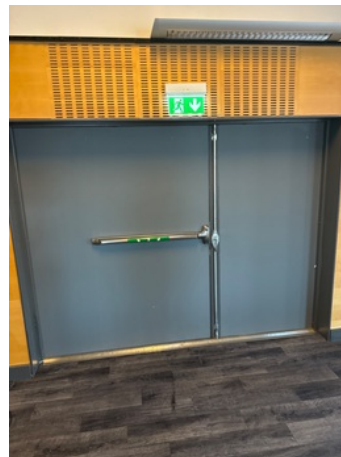
See Picture Example

01.04.03 Fire escape routes from inside conference rooms have fire exit signs, are well lit and free from obstruction. Fire exit doors along escape route corridors open outwards in the direction of the escape route.

Evaluation: Yes

Pictures:

See Picture Example



See Picture Example

01.04.08 Corridors and floors free of any obvious slip, trip or fall hazards

Evaluation: Yes

Pictures:

See Picture Example

01.04.09 Entrance to conference room, main break out areas and meeting room doors corridor side covered by CCTV

Evaluation: No

01.05.01 Standing and seating floor areas free of any obvious slip, trip or fall hazards

Evaluation: Yes

Pictures:

See Picture Example

01.05.04 Fire escape routes from inside restaurants and bars have fire exit signs, are well lit and free from obstruction.

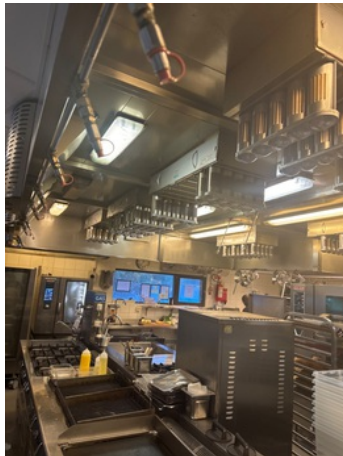
Evaluation: Yes

Pictures:

See Picture Example

01.05.10 The kitchens have automatic fire suppression systems over the kitchen range cooking areas and deep fat fryers and fire blankets suitable for use for small kitchen top cooking fires.

Evaluation: Yes

Pictures:

See Picture Example



See Picture Example

01.05.11 The kitchen range extract internal ducting from the kitchen hood to external atmosphere emission point is deep cleaned by a specialist contract cleaning company every 6 months with 'before and after' photograph and video footage of cleaning.

Evaluation: Yes

Pictures:



See Picture Example

01.05.12 Where gas power is used in the kitchen a) the gas pipes are marked yellow b) there is a natural gas detector c) there is an automatic gas shut off interfaced with the fire panel. d) there is a manual gas shut off.

Evaluation: Yes

Pictures:



See Picture Example



See Picture Example



See Picture Example

01.05.13 There is a first aid kit in the kitchen mounted on a wall.**Evaluation:** Yes**Pictures:***See Picture Example**See Picture Example***01.05.14 The kitchen is HACCP food safety certified or is certified by an independent recognized international standard food safety management system.****Evaluation:** No**01.05.15 There are procedures for dealing with and investigating foreign objects found in guest served food or food poisoning allegations made by guests.****Evaluation:** Yes**Pictures:** [Mistankt_Matforgiftning.docx](#)*See Picture Example***01.05.16 The kitchen areas appear visually clean, well lit, free from obstructions, build up of rubbish/waste, liquids or general food debris on the kitchen floors****Evaluation:** Yes

Pictures:

See Picture Example

01.06.01 Entry to fitness center is by guest room key or sign in reception desk

Evaluation: Yes

Pictures:

See Picture Example

01.06.02 Fitness equipment appears in good repair and well maintained

Evaluation: Yes

Pictures:

See Picture Example

01.06.04 Main door entry to fitness center monitored by CCTV

Evaluation: No

01.06.06 There is either an emergency alarm button with a sign, emergency telephone direct dial pick-up with a sign or an emergency dial direct call button with a sign on a house phone in the fitness room.

Evaluation: No

01.06.07 Fitness center rules and instructions displayed in prominent locations

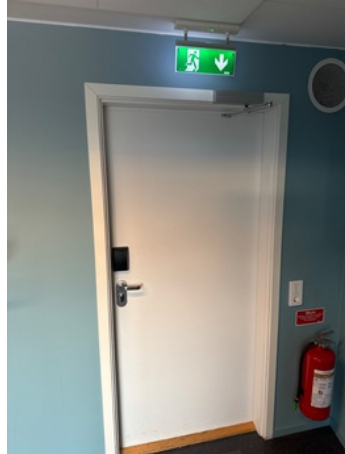
Evaluation: Yes

Pictures:

See Picture Example

01.06.08 Sauna and steam rooms fitted inside with monitored emergency alarms

Evaluation: No

01.06.09 Fire exits, escape routes and signage to same standard as guest accessible areas in rest of hotel**Evaluation:** Yes**Pictures:***See Picture Example***01.08.02 Fire exits from the lobby are clearly signed, well lit and free from obstruction****Evaluation:** Yes**Pictures:***See Picture Example***01.08.07 Vision stickers or line bars on full height glass doors, walls or windows****Evaluation:** Yes

Pictures:

See Picture Example

01.08.08 Entry to elevators at lobby level covered by CCTV

Evaluation: No

01.08.09 Elevator access to guest floors is controlled by guest room key card to call and direct the elevator to a guest floor.

Evaluation: No

01.08.10 Security officer OR dedicated hotel Doorman stationed outside the main hotel entrance as a fixed 24/7 position.

Evaluation: No

01.09.01 There are Safety Deposit Boxes [SDB] for guest use at reception in a room secured by access control and CCTV. There is no second copy of the SDB guest issue key and SDB registration cards have guest signature and front office witness signature.

Evaluation: No

01.09.04 Security officer on fixed duty inside main hotel lobby area

Evaluation: No

01.09.05 Reception area and check in desks monitored by CCTV

Evaluation: Yes

Pictures:

See Picture Example

01.10.01 The luggage room is secured by a lockable door with individually numbered receipt docketts issued when luggage is stored

Evaluation: No

01.10.02 Inside of luggage room AND entrance door recorded by CCTV

Evaluation: No

01.11.02 Guest self-parking area is well lit, clean, free of slip, trip, fall hazards along walkways to hotel

Evaluation: Yes

Pictures:

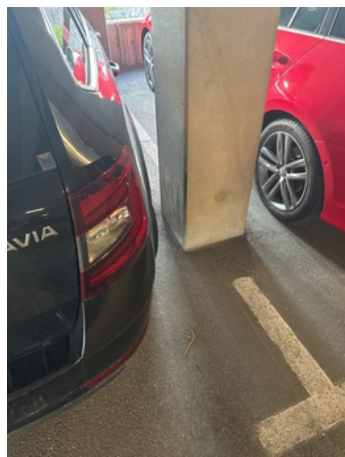
See Picture Example



See Picture Example

01.11.03 Car Park is secured by barrier control, CCTV at entrance/exit points.

Evaluation: Yes

Pictures:*See Picture Example**See Picture Example**See Picture Example***01.11.04 Car parking spaces and access into covered or underground car parks have padding strips on columns, and rear/side wall edges of parking bays to prevent scratches if car comes into contact in parking****Evaluation:** No**Pictures:***See Picture Example*

01.12.03 Working emergency intercom OR audible alarm inside elevators in event of elevator failure or entrapment

Evaluation: Yes

Pictures:



See Picture Example

01.12.04 Elevator inspection/maintenance reports and entrapment release protocol conducted and available

Evaluation: Yes

Pictures:



See Picture Example



See Picture Example

01.12.05 Warning signs not to use the elevator in case of fire or fire alarm are visible in guest elevator lobbies

Evaluation: Yes

Pictures:

See Picture Example

Process, Procedure, Training & Management - Action Verification

02.01.02 The MRS position is dedicated 100% to security and fire safety with a title such as Security Manager or Director of Security/Safety

Evaluation: No

02.02.01 There is a dedicated security department of fulltime employees and/or contract officers

Evaluation: No

02.04.02 All hotel employees receive basic security and fire training within one week of starting

Evaluation: Yes

Pictures: [Upplarningschema_receptionist.doc](#)

See Picture Example

02.04.04 Signed records of security awareness training, is maintained in all department and/or Human Resource office files.

Evaluation: No

02.04.06 At least one employee on duty 24/7 from a front-of-house department is trained in CPR and trauma injury response and stabilisation, with a valid first aid training certificate issued by an independent 1st aid training organisation e.g. Red Cross

Evaluation: Yes

Pictures: [02.04.06_Kursbevis_exempel.pdf](#)
See Picture Example

02.04.07 There is a working portable AED in place located at the main hotel reception office with at least one employee trained in its use on duty 24/7.

Evaluation: Yes

Pictures: [02.04.06_Kursbevis_exempel.pdf](#)
See Picture Example

02.05.02 Evidence of recorded patrol activities relating to fire, safety and security at least once every 24-hours.

Evaluation: Yes

Pictures:



See Picture Example

02.05.06 Patrolling verified by an electronic guard tour system

Evaluation: Yes

Pictures:

See Picture Example

02.06.01 There is a dedicated security control room operated 24/7

Evaluation: No

02.10.03 There is a medical room or clinic and qualified nurse or doctor employed or contracted on site at the hotel.

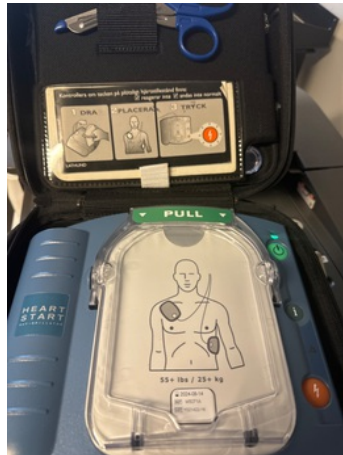
Evaluation: No

02.10.04 There is at least one emergency response trauma injury first aid kit, bag or pack located 24/7 at hotel reception area. The trauma kit must include tourniquets and blood stopper dressings in addition to regular first aid box contents.

Evaluation: No

02.10.05 When there is an AED(s) in the hotel: the battery is working, the electrode pads are within their use by date and there is a hotel record to show it is checked as working at least once a month.

Evaluation: Yes

Pictures:

See Picture Example

02.13.02 Procedures in place for reporting and immediately addressing slip, trip, fall hazards identified with checks, hazards spotted and rectification measures recorded.

Evaluation: Yes

Pictures: [02.13.02_Tydliga_rutiner_hur_man_rapporterar_arbetskadorna_och_tillbud.docx](#)

See Picture Example

02.13.04 The hotel has an Employee Workplace Health and General Safety Policy in line with local law requirements.

Evaluation: Yes

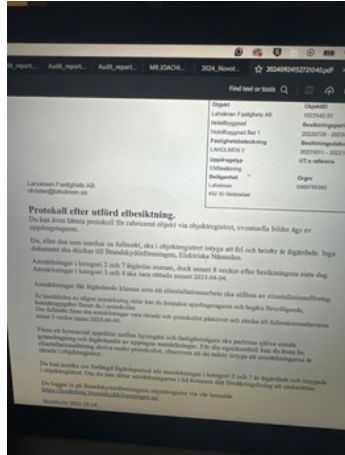
Pictures: [02.13.04_Avtal_via_Scandic.docx](#)

See Picture Example

02.13.06 There is a third party electrical systems inspection report or electrical installation certificate. Hotel maintenance conducts visual inspections of electrical systems on annual basis and if required by law, portable electrical appliances are tested.

Evaluation: Yes

Pictures:



See Picture Example

02.18.01 All Front Desk reception staff receive additional training on control of keys, issue of guest keys, lost guest key replacement and verification of guest ID, guest confidentiality

Evaluation: Yes

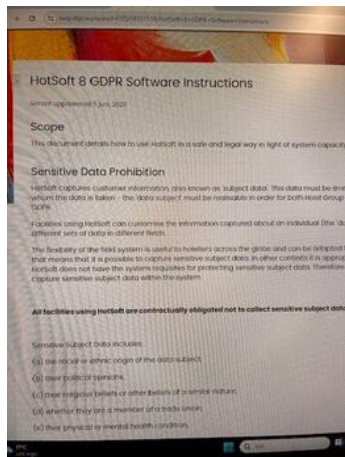
Pictures: [02.18.01_Uppplanningsschema_receptionist.doc](#)

See Picture Example

02.20.01 For guest personal data and credit card/payment information secured in soft and hard copy format, an Information Data Protection policy is in place with local law or EU GDPR (General Data Protection Act)

Evaluation: Yes

Pictures:

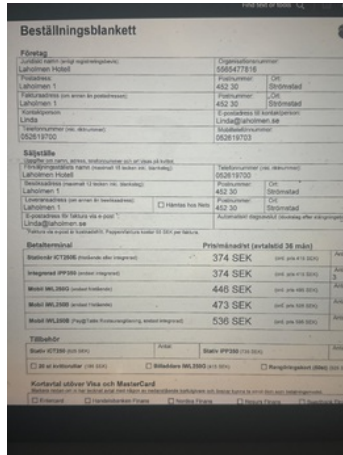


See Picture Example

02.20.02 Hotel certified as PCI Payment Card Industry Act compliant

Evaluation: Yes

Pictures:

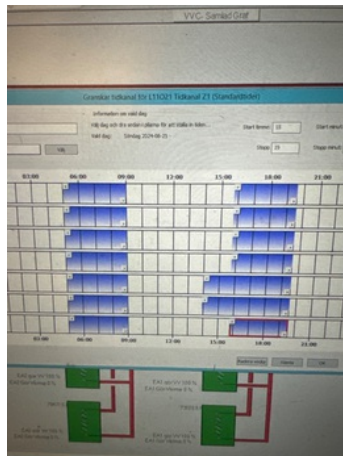


See Picture Example

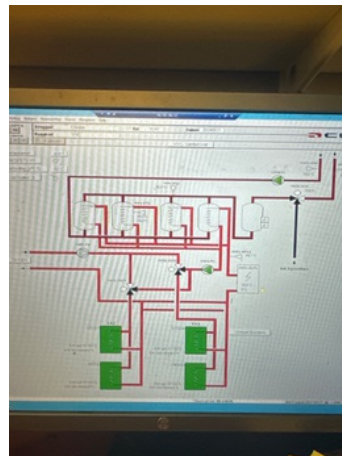
02.21.02 A Legionella risk assessment has been conducted and only if required by local law, legionella microbiological water testing is conducted and test records are available.

Evaluation: Yes

Pictures:



See Picture Example



See Picture Example

02.23.01 There is an up to date public liability and employee liability certificate to cover accidents or injuries to guests and employees.

Evaluation: Yes

Pictures:



See Picture Example



See Picture Example



See Picture Example

02.24.01 There is a pest control service contract for preventing and dealing with insects, rodents, cockroaches and any other pests.

Evaluation: Yes

Pictures: [02.24.01 Anticmiex exempel.pdf](#)
See Picture Example

Security Equipment – Action Verification

03.03.01 Final exit emergency fire doors on external of building are monitored by intruder alarms and there is a response for immediately investigating alarm activations.

Evaluation: No

03.03.02 There are door access control measures e.g. electronic/metal key locks or escape only push bars on guest floor staircases or public area corridors, to prevent non-hotel residents from gaining access to guest floors.

Evaluation: No

03.03.03 Service stores and plant rooms on guest floors are secured by electronic key lock with audit trail facility.

Evaluation: No

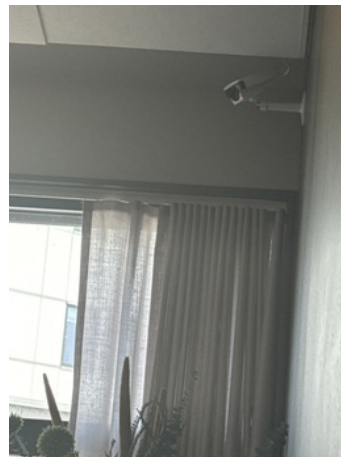
03.03.04 The main hotel IT server room has electronic key lock access control with audit trail facility, is monitored by recorded CCTV and has FM200 type fire suppression system inside.

Evaluation: Yes

Pictures:



See Picture Example



See Picture Example

03.07.01 Service agreements are in place to ensure security equipment/systems are maintained and 24/7 call out is available for equipment breakdown or failure

Evaluation: Yes

Pictures: [03.07.01_Kameror_overvakning_ute_amp_inne_Securitas_Direkt.docx](#)

See Picture Example

Fire Equipment - Action Verification

04.01.01 The hotel is protected by an automatic fire alarm detection system and clearly shows the location of the fire detection activation on a display screen.

Evaluation: Yes

Pictures:

See Picture Example

04.01.02 There is a battery back-up power supply system for the fire alarm**Evaluation:**

Yes

Pictures:

See Picture Example

04.04.01 Smoke detectors are installed in all areas of the hotel and guest bedrooms. There are no plastic cover caps over any smoke detectors observed.**Evaluation:**

Yes

Pictures:

See Picture Example

04.07.02 Fire extinguishers and fire-fighting equipment; tagged and mounted with service records visible on the equipment

Evaluation: Yes

Pictures:

See Picture Example

04.08.01 There is a fire sprinkler system installed in all areas of the hotel including guest bedroom and guest floor corridors.

Evaluation: No

04.09.01 Service agreements are in place to ensure fire equipment/systems are maintained and 24/7 call out is available for equipment breakdown or failure including emergency lighting

Evaluation: Yes

Pictures: [04.09.01_Christer-jour_24_7.pdf](#)

See Picture Example

04.10.01 All employees receive fire equipment refresher training every 6 months with practical demonstration/use of equipment and/or classroom training with video and visual presentation training aids.

Evaluation: No

04.11.01 A fire certificate or equivalent document as required by local law and most recent fire inspection or hotel visit record by local fire brigade is available.

Evaluation: Yes

Pictures: [4.11.01_Brandbesiktning.pdf](#)
See Picture Example

04.13.01 Where positively pressurized stairwells are in place, mechanical extraction fans within the stairwells maintained and tested

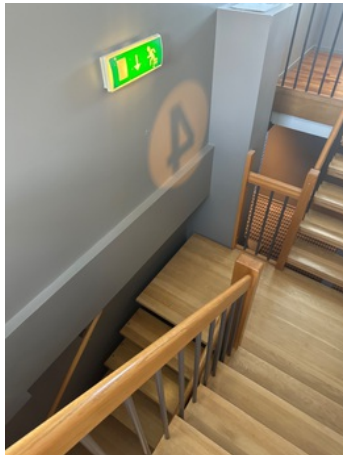
Evaluation: Yes

Pictures: [4.11.01_Brandbesiktning.pdf](#)
See Picture Example

04.13.02 Stairwell floors clearly signed with floor number/plan and directional signage

Evaluation: Yes

Pictures:



See Picture Example

04.13.03 Where secured from outside, final exit doors from stairwells are fitted with automatic door release or manual push bars.

Evaluation: Yes

Pictures:

See Picture Example

04.13.04 Staircases on guest floors near to and at the same floor level of disabled rooms (unless the room is on the GF) have a working emergency phone or intercom inside the staircase for that floor.

Evaluation: No

04.14.01 A fire safety 'hot works permit' procedure is in place. The permit is a safety check list issued by the hotel engineering department before any contractor or member of the team starts work e.g. welding, that creates sparks, flame or heat.

Evaluation: Yes

Pictures: [4.14.01_Heta_arbeten.pdf](#)
See Picture Example

Fire Procedures and Training – Action Verification

05.02.03 Fire evacuation notices and exit route plans are displayed in conference room areas, on guest floor corridors OR in guest floor lift lobby areas.

Evaluation: Yes

Pictures:

See Picture Example

05.02.04 There is an evacuation procedure for disabled guests

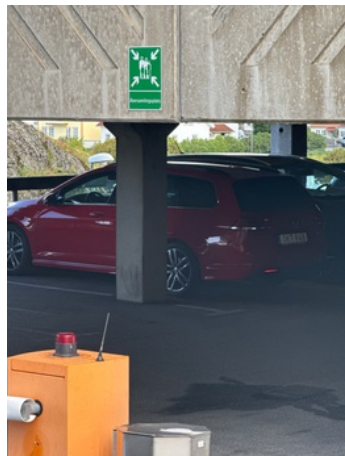
Evaluation: Yes

Pictures: [05.02.04_Rutin_utrymning_av_gaster_med_speciella_behov.docx](#)

See Picture Example

05.02.05 There is a Fire Evacuation Assembly Point with an sign indicating its location. If the assembly point is in a public street that does not allow a fixed sign, there is a portable assembly point sign for the fire evacuation team to take to the point.

Evaluation: Yes

Pictures:

See Picture Example

05.03.03 Records are maintained relating to all aspects of fire training and fire incidents

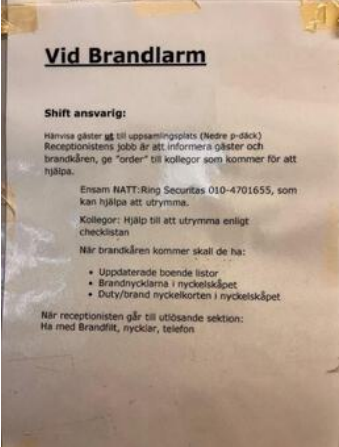
Evaluation: Yes

Pictures: [02.04.06_Kursbevis_exempel.pdf](#)
See Picture Example

05.03.04 There are trained and allocated fire marshals by department to assist in the event of an evacuation

Evaluation: Yes

Pictures:



Vid Brandlarm

Shift ansvarig:

Närvara gäster gg till uppsamlingsplats (Nedre p-däck)
Receptionistens jobb är att informera gäster och brandkåren, ge "order" till kollegor som kommer för att hjälpa.

Ensam MATT-Ring Securitas 010-4701655, som kan hjälpa att utrymma.

Kollegor: Hjälp till att utrymma enligt checklistan

När brandkåren kommer skall de ha:

- Uppdaterade boende listor
- Brandnyckelarna i nyckelskåpet
- Duty/brand nyckelkortet i nyckelskåpet

När receptionisten går till utlösande sektion:
Ha med Brandfil, nycklar, telefon

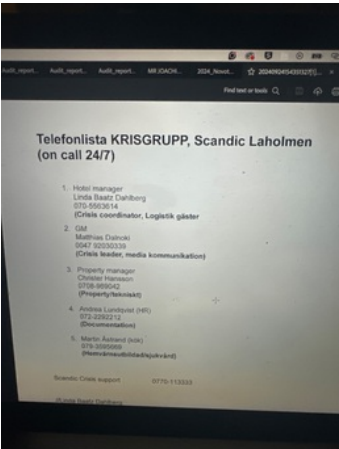
See Picture Example

Crisis Management - Action Verification

06.01.02 There is an up to date crisis management team alert roster and designates on call 24/7

Evaluation: Yes

Pictures:



Telefonlista KRISGRUPP, Scandic Laholmen (on call 24/7)

1. Hotel manager
Linda Sauer Dahlberg
070-592614
(Crisis coordinator, Logistik gäster)
2. GM
Mathias Doback
047-9020316
(Crisis leader, media kommunikation)
3. Property manager
Daniel Hansson
070-892642
(Property/branding)
4. Andrea Lindqvist (DR)
072-229212
(Brandmanagement)
5. Martin Åstrand (DR)
070-229208
(Brandmanagement/branding)

Scandic Crisis support 0770-113333
Scandic Laholmen

See Picture Example

06.01.03 Members of the crisis management team have received training in their roles as senior managers during a crisis and are familiar with the contents of the crisis management plan.

Evaluation: No

06.01.04 A crisis management training scenario or table top exercise other than fire evacuation is conducted every 6 months by the crisis management team.

Evaluation: No

06.01.05 Local civil defense and/or police have visited the hotel in the last year for familiarization with the hotel and emergency procedures.

Evaluation: No

06.02.01 Essential and critical services connected to emergency generator back up.

Evaluation: No

*Joachim Törngård
Auditor
2024-07-22*

*C/O
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Sweden
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Disclaimer

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