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POST EVENT REPORT

SAFE STAY 2018

Securing your guests at insecure times

APRIL 27 | Cavendish
Conference Centre, London

PRODUCED BY:

PROPER
Events & Research

POST EVENT REPORT FROM SAFE STAY 2018

The first edition of Safe Stay 2018 event took place in London at Cavendish Conference Centre on April 27 and gathered professionals who give great importance to safety and security in tourism, who share their practical knowledge with enthusiasm, who are interested in broadening their insights and keeping up with new trends to prevent loss and secure their guests. The event was attended by General Managers, Health and Safety Directors, Managers and Heads of Security, Security consultants...

The conference programme was composed of panel discussions, case studies, presentations and practical workshops which covered topics such as **training and motivating your staff, securing the budget and ROI, planning and managing guest and staff safety, crisis management techniques**, to name a few. The audience was very engaged in the panel discussions, asked many questions, while speakers and panellists came to interesting conclusions, such as: **„Guests of your hotel will look at the staff when an incident occurs, and your staff will need to show them what to do,“** pointed out Craig McMahon, Business Engagement and Hotel Liaison at the City of Westminster Police. Tim Levitan from The London Edition emphasised in his presentation that „as hoteliers with specialty in loss prevention, rather than just security in the hotel, we need to focus on people, not policies“, while Peter Milewski from Melia Hotels International concluded in his presentation that **„if your staff can handle a relatively small vandalism threat effectively, then they will be able to step up if a major crime, such as terrorism, occurs“**.



At Safe Stay 2018, special emphasis was placed on the demands of corporate guests, that is - how important security policies and standards are while choosing a hotel. Several ideas came up on how to attract corporate guests and one was: **“Why not have a star rating for security?”** (Simon Whitehouse, The Security Institute). The importance of closer cooperation between the security department and sales was also emphasised - **better communication between these two areas is an imperative in order to promote a safer hotel with a fully trained and prepared staff which will be able to act on time, not just react.**

As final conclusion, we can all agree with Tim Molden from The Savoy and his statement that **“Security can’t be ignored anymore.”** **In the era of more natural disasters, terrorist attacks, vandalism, cyber security issues, we can’t afford to take safety for granted.**



“One of the best organised events I have attended in many years. Entertaining discussions, fruitful networking, some business opportunities and cooperation projects already in the pipeline.”

- Peter Milewski
Security Manager
Melia Hotels International (speaker)

67% of our attendees rated the event organisation of Safe Stay 2018 as excellent and **26%** as very good.*

*Results of the feedback form from Safe Stay 2018

ATTENDEES

Safe Stay 2018 had an international character, as it brought together not only attendees from the United Kingdom, but also from Belgium, Croatia, France, Malta, Spain, Sweden, Switzerland and Turkey.

#safestay18

THE CONTENT & THE COMMUNITY



A BIG THANKS TO OUR SPEAKERS



TESS BAKER
Director of Security and
Crisis Consulting, NYA



PETER CLAESON
Safety & Security
Manager, Scandic Hotels



DARREN CARTER
Head of Group Security,
Edwardian Hotels
London



ANDY DAVIS
Managing Director,
Trident Manor Limited



**MIGUEL GONZALEZ
LOPEZ**
Technical Services
Director EMEA, Melia
Hotels International



**STUART GRAINGER-
SMITH**
Safety & Security
Manager, Amba Hotel
Marble Arch



NICK MACKENZIE
Head of Safety &
Security, The Ned



CRAIG MCMAHON
Business Engagement
& Hotel Liaison, City of
Westminster Police



PETER MILEWSKI
Security Manager, Melia
Hotels International



TIM MOLDEN
Director of Security, The
Savoy



LANCE RÜTIMANN
Chairman Advocacy
Committee, Euralarm



KRIS TROUKENS
Owner, Quality Hotel
Services



STEPHEN WILKINSON
Regional Head EMEA -
Investigations, Marriott
Hotels



TIM LEVITAN
Director of Security, The
London Edition



ANDY WILLIAMS
VP Business Development
& Quality Assurance,
Safehotels Alliance AB

*“Excellentlly organised,
well chosen city centre
venue, interactive
speakers and dynamic
networking format”*

- Andy Williams, VP Business
Development & Quality
Assurance, Safehotels Alliance
AB (speaker)

WHICH KEY TOPICS WERE COVERED AT SAFE STAY EVENT?

Preparing, planning and managing guest safety from the perspective of hotel groups and city councils

Handling vandalism at our hotel

New era of security and risk strategy for hotels

Training and motivating your staff to be ready anytime

Security and safety in the eyes of our guests

Crisis management - A best practice approach for protecting people, business and reputation following a crisis event

Defining the right market environment for life safety and security in hotels

Security is Everybody's Business - Obtaining all Employee Buy-In

GDPR in detail for hospitality - Securing your previous, current and potential guests, and cyber security implications

Securing the budget and ROI for added safety and security measures

**FOR ALL PHOTOS AND
PRESENTATIONS FROM
SAFE STAY 2018 EVENT
VISIT OUR WEBSITE
WWW.SAFESTAYEVENT.COM**

WHO CAME TO SAFE STAY 2018?

AMBA Hotel Marble Arch
BGS Ltd.
City of Westminster Police
COMO Metropolitan London
Dominvs Group
Edwardian Hotels London
Euralarm
Four Seasons Hotel London at Park Lane
GC Covert Security
Gleneagles Hotel
Grand Hotel Excelsior
Green Light Ltd
Hikvision
Hyatt Hotels
Lazerbeam Fire & Security Ltd
Marriott International
Melia Hotels International
Melia White House
NYA

PPHE Hotel Group
Professional Security Magazine
Quality Hotel Services
Radisson Hotel Group
Roseate House
Rosewood London
Safehotels Alliance AB
SBE
Scandic Hotels
The Georgian House Hotel
The London Edition
The May Fair Hotel
The Ned
The Ritz London
The Savoy
The Security Institute
The Trafalgar St. James
Trident Manor Limited
Whitbread Group PLC

SPONSORS & PARTNERS



Company representatives who attended speed networking:

AMBA Hotel Marble Arch
BGS Ltd.
City of Westminster Police
Edwardian Hotels London
Four Seasons Hotel London at Park Lane
GC Covert Security
Grand Hotel Excelsior
Green Light Ltd
Hikvision
NYA

PPHE Hotel Group
Professional Security Magazine
Quality Hotel Services
Roseate House
Safehotels Alliance AB
Scandic Hotels
The London Edition
The Ned
The Savoy
The Security Institute
The Trafalgar St. James

SPEED NETWORKING

Speed networking at Safe Stay 2018 event gave partners & sponsors the opportunity to hold

80+ speed networking meetings.

The speed networking programme enabled attendees and sponsors to maximise their participation at Safe Stay. These short meetings were held during the morning coffee break and were limited to 3 minutes each - an ideal way to meet as many people as possible in a short time and follow up afterwards with most relevant contacts.

"The speed networking was a very good way to meet people quickly!"

- Alison Burrell, Associate Director, Marketing & Communications, NYA (attendee)

"Really enjoyed. Very relaxed atmosphere and relevant topics for discussion. Very good!"

- Tim Levitan, Director of Security, The London Edition (speaker)

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safestay

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"Very efficient and great to look at other hotels' perspectives on security."

- Jamie Price, Security Support Manager UK, PPHE Hotel Group (attendee)

"A very enjoyable event. I have learned a lot and have seen different approaches to different challenges which was good. Some very good speakers and topics which are relevant to all hotels. Thank you for organizing this event."

- Pieter le Grange, Security & Safety Manager, SBE (attendee)

"I was very impressed with the slick organisation of the conference by Proper Events and the passion which both the speakers and delegates showed for the subject of hotel security."

- Simon Crane, Security Consultant, BGS Ltd. (attendee)

"A very good initial conference which will grow successfully year after year."

- Craig McMahon, Business Engagement & Hotel liaison, City of Westminster Police (speaker)

"I thoroughly enjoyed the day and found some great opportunities for networking and learning."

- Darren Carter, Head of Group Security, Edwardian Hotels London (speaker)

"Great venue, topics were relevant, lots of information provided, speakers were great and energetic. I took away a lot from my experience."

- Lee-Ann Burdon, Security Assistant Manager, Four Seasons Hotel London at Park Lane (attendee)

"Very enjoyable and some interesting topics covered. Gave me several ideas to implement at my own property."

- Nick Mackenzie, Head of Safety and Security, The Ned (speaker)

"It was very knowledgeable training seminar, also speakers were fantastic with their knowledge. and everyone who attended was open and helpful."

- Kailash Patole, Director of Engineering, The Trafalgar St. James (attendee)

"Convenient location, well organised, friendly atmosphere, good venue."

- Laureano Lopez, Head of Information Security, DominvsGroup (attendee)

THANKS!

To all the sponsors, exhibitors, media and event partners and Safe Stay 2018 conference attendees.

Contact: info@proper.com.hr or +385 51 580 730

For all the information about the organiser and other events by Proper Events & Research, please visit: www.proper.com.hr

To review this year's event and keep an eye on updates for next year, visit www.safestayevent.com