



 Kinexio

Martyn's Law for hotels



What hotel security teams need to know
about preparedness, procedures and proof

Inside
your
briefing →

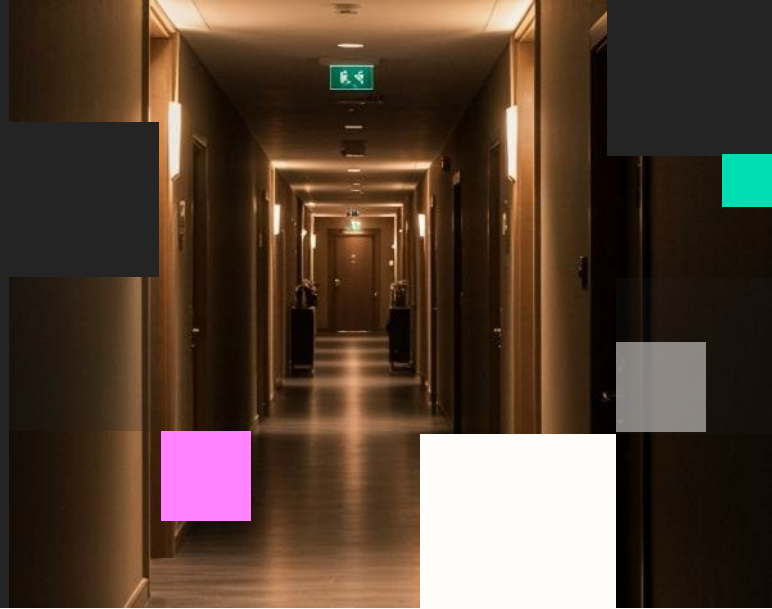
Martyn's Law –
**what
applies to
hotels?**

Insights into
**common
gaps**
in hotel security

How technology can
**help to build
operational**
proof of compliance

What hotels need to know

Martyn's Law is intended to improve protective security and preparedness at qualifying public premises and events. Hotels can fall within scope because they bring together guests, staff, contractors and visitors in publicly accessible spaces.



How will the Law be applied?

Martyn's Law introduces a tiered and proportionate approach to protective security, with requirements varying according to the size and nature of the premises or event. The Security Industry Authority (SIA) will act as the regulator, with responsibility for overseeing compliance once the legislation comes into force.

The Act received Royal Assent in April 2025 and is subject to an implementation period of at least 24 months, giving organisations time to understand their responsibilities and prepare. Statutory guidance has now been published to help premises and events determine whether they are in scope and what they will be required to do.

Standard Tier

The standard tier generally applies where it is reasonable to expect between 200 and 799 people, including staff, to be present at the same time.

- **Notification:** Notify the Security Industry Authority (SIA) that they are the responsible person for the premises once the Act comes into force.
- **Public Protection Procedures:** Have appropriate procedures in place, so far as is reasonably practicable, to reduce the risk of physical harm if a terrorist attack occurs at the premises or in the immediate vicinity.
- **Evacuation:** Have procedures for moving people away from danger and out of the premises where appropriate.
- **Invacuation:** Have procedures for moving people to a safer place within the premises.
- **Lockdown:** Have procedures for securing the premises to help prevent people entering or leaving when necessary.
- **Communication:** Have procedures for providing information to people at the premises during an incident.

Enhanced Tier

The enhanced tier applies to larger premises where 800 or more people may reasonably be expected to be present at the same time. Qualifying events are also subject to enhanced-tier requirements.

- **Notification:** Notify the SIA who the responsible person is once the law comes into force.
- **Public Protection Procedures:** Have appropriate procedures in place, so far as is reasonably practicable, to reduce the risk of physical harm if an attack occurs at the premises or in the immediate vicinity.
- **Public Protection Measures:** Implement appropriate measures, so far as is reasonably practicable, to reduce the vulnerability of the premises or event to an act of terrorism.
- **Documentation:** Document the public protection procedures and measures in place, assess how they reduce the risk of physical harm and vulnerability, and submit this document to the SIA.
- **Senior Individual:** Where the responsible person is an organisation rather than an individual, assign a senior individual involved in the management or control of the organisation to ensure compliance with the Act.

Common hotel security gaps

Martyn's Law has brought preparedness and public protection into sharper focus, reinforcing the need for hotel operators to review how security procedures work in practice.

Hotels operate around the clock, with guests, employees, contractors and visitors constantly moving through the property. With security responsibilities also passing between teams and shifts, gaps in communication, reporting and coordination can quickly appear.

Addressing these now can help hotels strengthen preparedness before Martyn's Law comes into force.

1 Inefficient incident reporting

Hotels can generate security information across multiple teams, shifts and departments. If incidents are recorded manually or inconsistently, important details can be delayed, missed or difficult to retrieve later.

Clear, consistent reporting helps security teams build an accurate record of what happened and what action was taken.

2 Staff unfamiliar with emergency procedures

Hotel procedures are only effective if staff know what to do when they are needed. With multiple departments, shift patterns and temporary or contractor staff, inconsistent understanding can create hesitation or confusion during an emergency. Staff should be familiar with relevant procedures, including evacuation, invacuation, lockdown and communication.

3 Limited visibility and evidence

Hotels may carry out regular security activity without having a clear record of what happened, when or by whom. Fragmented logs and systems can make it harder to review incidents, identify recurring issues or demonstrate how security procedures and measures are being managed over time.

4 Ineffective communication

Hotels may need to communicate quickly with guests, staff, contractors and visitors spread across different parts of the property. Multiple communication channels, outdated contact lists or unclear responsibilities can slow the flow of critical information during an incident. Procedures should make it clear how information will reach the right people quickly.

5 Poor coordination between teams

Hotel security rarely sits with one team alone. Security, front of house, engineering, housekeeping, management and contractors may all have a role to play during an incident. If responsibilities and handovers are unclear, important information can be missed and response procedures become harder to coordinate.

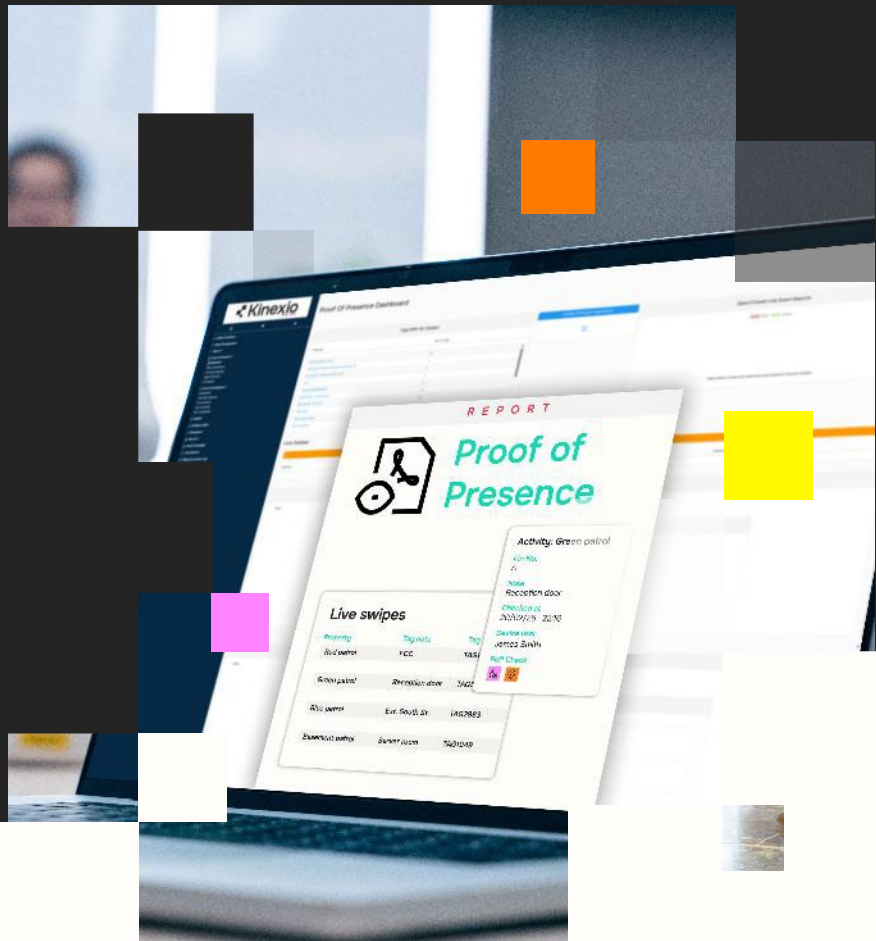


Taking action

Technology can help hotels strengthen preparedness by bringing critical information, communication and security activity into one place.

Kinexio helps hotel teams improve visibility, coordinate responses and maintain a clearer record of security activity.

Designed for busy hotel environments, the platform can help operators and security teams to:



Be better prepared:

Keep safety and security information, emergency contacts and keyholder details in one accessible place, helping hotel teams find what they need quickly. Pre-prepared message templates can also be created in advance, ready to use during an incident.

Act fast:

Send live updates to staff and other relevant users via email, push notification, text and calls. Centralised communication helps hotel teams share important information quickly and keep people updated as a situation develops.

Continuously improve:

Review security activity and incident data to understand response times, outcomes and recurring issues. Supporting information such as photos, notes and eyewitness details can also be stored to create a clearer record for future review.

Request a demo →



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The crisis comms tool also allows us to mass communicate quickly and efficiently in the event of an emergency within the building, and the key holder and emergency contact list have also ensured we have the most accurate data possible for out-of-hours alarm activations.



Dan Errington-Barnes
Customer Experience Manager,
Eldon Square

Your partner in public safety & compliance

Kinexio's platform enables your teams to align operational performance with security protocols, making it easier for you to meet Martyn's Law requirements without complicating your existing workflows – without technical expertise.

No swipe tags

Property	No. Tags
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External patrol	22
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Blue route	4
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Car park	0
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External patrol



Proof of presence

Using trusted NFC checkpoint verification, hotel teams can prove that patrols, inspections and other security tasks were completed at the right location and time. This creates an independent, audit-ready record to support operational oversight, preparedness and compliance activity.

Requirements supported:

SMALL VENUES (200-799)

- Public protection procedures
- Verifiable patrols and inspections

LARGE VENUES (800+)

- Public protection measures
- Monitoring of premises and immediate vicinity
- Documentation and audit trail



Proof of compliance

Using Trusted NFC tags, hotel teams can verify that required checks and inspections were completed at the right asset, by the right person and at the right time. Each interaction creates secure, time-stamped evidence that can be retrieved for audits, investigations and internal review.

Requirements supported:

SMALL VENUES (200-799)

- Public protection procedures
- Scheduled security and safety checks
- Verifiable evidence of completed activity

LARGE VENUES (800+)

- Public protection measures
- Documentation and audit trail
- Monitoring of checks and exceptions
- Evidence for regulatory review



Daily occurrence log

Create a clear, chronological record of routine security activity, observations and notable events across each shift, giving hotel teams better visibility and a reliable audit trail.

Requirements supported:

SMALL VENUES (200-799)

- Public protection procedures
- Routine security activity records
- Shift handover and situational awareness

LARGE VENUES (800+)

- Public protection measures
- Documentation and audit trail
- Review of security activity and recurring issues
- Evidence to support post-incident review



Incident management system

Record, escalate and manage significant security incidents in a structured way, with a clear record of actions taken, supporting evidence and follow-up.

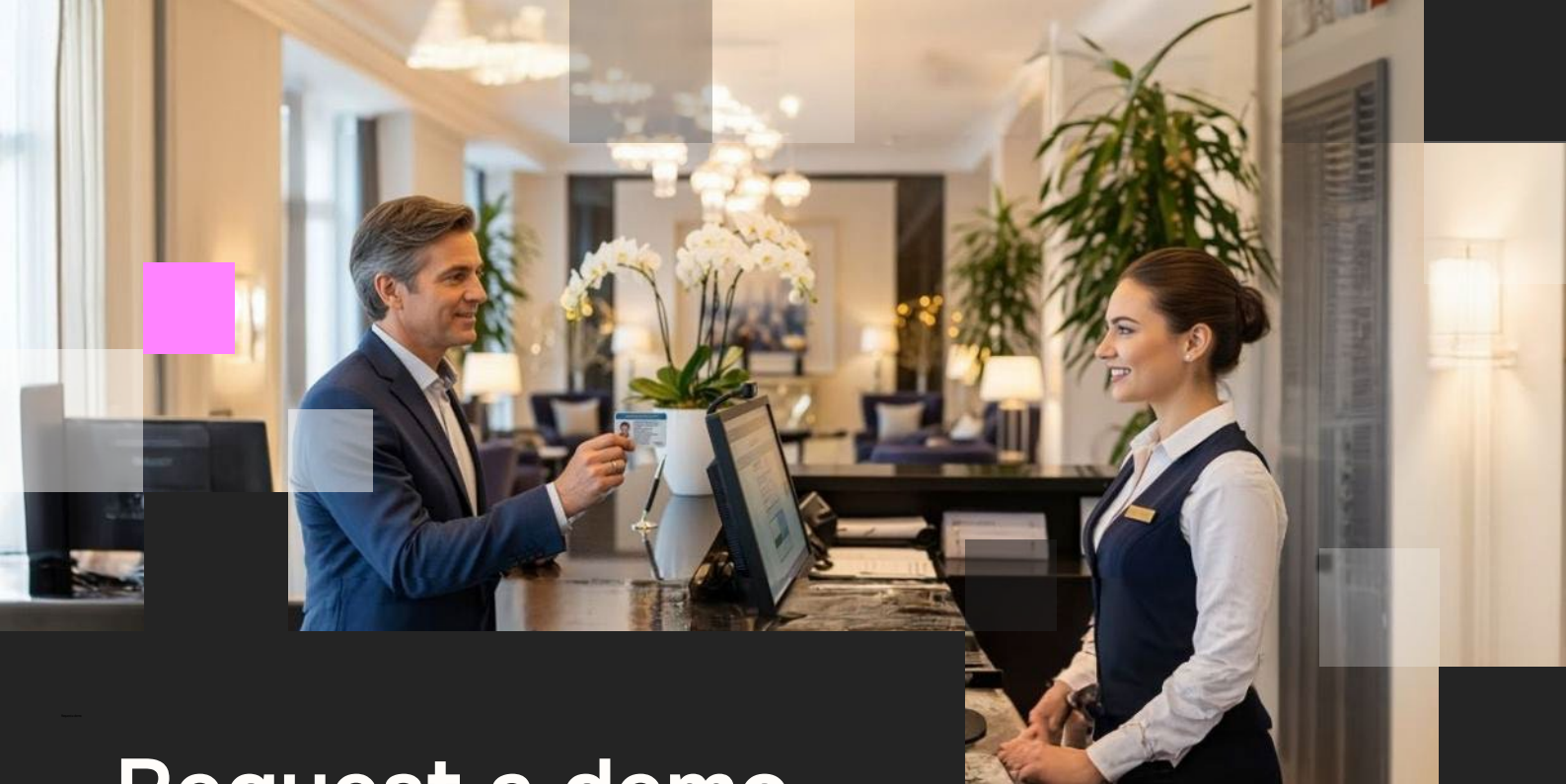
Requirements supported:

SMALL VENUES (200-799)

- Public protection procedures
- Structured incident reporting
- Record of actions and response

LARGE VENUES (800+)

- Public protection measures
- Documentation and audit trail
- Structured escalation and response records
- Post-incident review and evidence



Request a demo

Martyn's Law is another reason to review how your hotel prepares, communicates, documents and proves security activity. Kinexio helps operational teams turn procedures into visible, auditable action.

TO LEARN MORE, CONTACT:

Kinexio Secure

Demo enquiries

[Contact our team](#) →

The Kinexio technology outlined above is aimed at helping retail organisations to improve security communication and reporting practices and do not guarantee compliance with Martyn's Law.

 **Kinexio**

kinexio.io