SOP LIVE

SAMPLE REPORT

# Security Documentation Audit Report

The Grandview Palace Hotel & Resort — 412 keys
Full-library AI audit · 47 procedures · 214 pages

Prepared for: **Director of Safety & Security** · Audit date: **July 2026** · Classification: **Confidential**
All hotel names, people, and phone numbers in this sample are fictional. Findings are representative of real audits.

## Executive Summary

SOP Live's AI audited the hotel's complete security documentation library: **47 standard operating procedures** covering emergency response, guest incidents, access control, cash handling, VIP protocols, and contractor management. Every procedure was checked for currency of contacts, internal clarity, ownership, jurisdictional correctness, and — critically — consistency with the other 46.

**Documentation Health Score: 58 / 100 — At Risk**

| 9 | 17 | 23 | 6 | 11 |
|---|---|---|---|---|
| CRITICAL FINDINGS | HIGH FINDINGS | STALE OR WRONG CONTACTS | CONTRADICTIONS BETWEEN SOPS | PROCEDURES WITH NO OWNER |

**Why this matters:** in post-incident litigation and insurance claims, the procedure itself becomes evidence. Industry security leaders report that the majority of contested losses trace to documentation failure — the inability to prove the response followed a current, consistent procedure — rather than to the response itself. Every finding in this report is a gap a plaintiff's counsel, an insurer, or a brand auditor can find too.

**Top-line conclusion:** the library is comprehensive in coverage but degrading in currency. 19 of 47 procedures have not been reviewed in over 24 months. The emergency escalation tree references two managers who have left the property and one external agency number that has been reassigned. Two evacuation-related procedures direct staff to different assembly points.

# Findings Overview

## By severity

| Severity | Count | Definition |
|---|---|---|
| CRITICAL | 9 | Would misdirect or delay an emergency response, or create direct legal exposure (dead emergency contacts, contradictory life-safety instructions, wrong jurisdiction). |
| HIGH | 17 | Material gap likely to surface in an audit or claim (no named owner, stale review date on a life-safety SOP, missing evidence/timestamp requirements). |
| MEDIUM | 31 | Clarity and consistency defects (vague steps, undefined terms, formatting that hides critical steps). |
| LOW | 22 | Hygiene items (naming conventions, version-control gaps, duplicated content). |

## By category

| Category | Findings | Worst instance |
|---|---|---|
| Contact & escalation currency | 23 | Fire brigade direct line in Fire Response SOP reassigned to a private number |
| Cross-SOP contradictions | 6 | Bomb Threat vs. Fire Evacuation: different assembly points for the same wing |
| Ownership & review cadence | 19 | Active Shooter SOP: no owner, last reviewed 31 months ago |
| Jurisdiction & localization | 7 | "Call 911" retained in procedures copied from a US sister property |
| Evidence & defensibility | 12 | Guest injury procedure lacks photo/timestamp requirements used in claims defense |
| Clarity & executability | 12 | Lockdown SOP relies on radio codes not defined anywhere in the library |

## Critical Findings (selected)

**CRITICAL** **F-01 · Fire & Life Safety Response, v4.1 — dead emergency contact**

```
"In case of confirmed fire, the Duty Manager contacts the municipal fire brigade direct
line: +XX XX 555 0182"
```

The listed direct line was reassigned; test calls reach an unrelated private number. In a real fire, the duty manager's first call fails.

Fix: replace with current brigade dispatch number; add the national emergency number as fallback; add quarterly test-call requirement.

**CRITICAL** **F-02 · Bomb Threat v2.0 vs. Fire Evacuation v5.2 — contradictory assembly points**

```
Bomb Threat: "Evacuate West Wing guests to the Staff Car Park (Assembly B)"
Fire Evacuation: "All West Wing evacuees proceed to the Front Lawn (Assembly A)"
```

Staff drilled on one procedure will contradict staff following the other during a mixed or escalating incident — in front of guests, on camera.

Fix: harmonize assembly logic across all evacuation-class SOPs; single assembly map as controlled appendix.

**CRITICAL** **F-03 · Guest Medical Emergency v3.3 — wrong jurisdiction**

```
"If the guest is unresponsive, dial 911 immediately"
```

The procedure was adapted from a US sister property; 911 does not connect to emergency services in this jurisdiction.

Fix: replace with local emergency number; audit all 47 SOPs for imported-jurisdiction references (6 more instances found — see F-11).

**CRITICAL** **F-04 · Emergency Escalation Tree v6.0 — two departed managers**

```
"Level 2 escalation: Director of Engineering (M. Osei, ext. 4402) and Night Manager (R.
Duval, mobile ...)"
```

Both individuals left the property 8 and 14 months ago respectively. Numbers ring unattended or are reassigned.

Fix: rebuild tree by role, not name, with a monthly verification owner; connect to HR leaver process.

**HIGH** **F-07 · Active Shooter Response v1.0 — no owner, stale review** The highest-consequence procedure in the library has no named owner and was last reviewed 31 months ago, predating the current CCTV and lockdown systems it references.

Fix: assign owner; align with current systems; 6-month review cadence.

**HIGH** **F-09 · Guest Injury & Incident Documentation v2.7 — evidence gap** The procedure requires a written report but does not mandate timestamped photographs, CCTV clip preservation, or witness contact capture — the exact evidence used to defend claims.

Fix: add evidence checklist with timestamps; align with insurer's claims-defense requirements.

The full report details all 79 findings with per-procedure pages. This sample shows 6.

## Remediation Plan

| Window | Actions | Outcome |
|---|---|---|
| **Days 1–7** | Fix all 9 critical findings: replace dead/wrong numbers (test-call each), harmonize assembly points, correct jurisdiction references. | Emergency response no longer depends on a wrong number. |
| **Days 8–30** | Assign owners to all 11 ownerless procedures; rebuild escalation tree by role; add evidence checklists to incident documentation. | Every SOP has an accountable owner; claims-defensible documentation. |
| **Days 31–60** | Clear the 17 high findings; establish review cadence (life-safety: 6 months; others: 12); define radio codes appendix. | Library passes brand and insurer audit standards. |
| **Ongoing** | Continuous AI monitoring: every edit checked against the full library; contacts re-verified on schedule; ops changes trigger review flags. | Score maintained above 85 — permanently. |

## Methodology

Each procedure is analyzed individually and against the full library by SOP Live's audit engine: contact and escalation verification, cross-document contradiction detection, ownership and review-cadence checks, jurisdiction/localization screening, evidence-and-defensibility requirements, and executability review (can a new hire follow this at 3am?). Findings are severity-ranked and paired with a proposed fix. Nothing is stored server-side beyond the findings; source documents remain the property's.

**About this sample.** The Grandview Palace is fictional; the findings are representative of what full audits surface in real hotel libraries. A full property audit covers your complete SOP library and delivers this report for your hotel within 24 hours.

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