

Countermeasures for Usage of Illegal Tools

Safety and security are at the core of what we do as a company. In line with our policies and security best practices, we are committed to creating safe and reliable products. As part of that commitment, we are constantly monitoring, assessing, improving our technology and communication around security enhancements.

The following is a recommendation of countermeasures against the usage of a special tool utilized by malicious actors for illegally opening hotel room doors to get unauthorized access. The tool is inserted between the door and the frame or the floor and used to grab the inside door handle and pull it down to open the door and get unauthorized access to the room. We have discovered that malicious actors are using this special tool on all types of doors and locks for many different manufacturers, and there are videos and instructions in the public domain on how to use the tool.

The unauthorized access is possible because of one of the critical functions in the lock, which is to facilitate panic opening from the inside in case of an emergency where the guest needs to get out quickly and safely. The problem occurs when there is an open space under the door. However, there are ways to prevent it or reduce its risk. In that respect, ASSA ABLOY Global Solutions recognizes and recommends the following preventive actions you should take to secure the hotel rooms and the surrounding area better.

Recommended countermeasures:

- Gaps in door frames or under the door give opportunities for break-ins. The space under the door should be covered to prevent the tool from being used to gain access.
- ASSA ABLOY Global Solutions door handles can be twisted 90 degrees when installed to point downwards inside the room. This makes it hard to apply and use the tool successfully.
- Follow our General Security Best Practices for extra security.

For further questions about the solutions, don't hesitate to reach out to your local ASSA ABLOY Global Solutions Hospitality sales office, or business partner.