

# THE HIDDEN ADVANTAGE BEHIND GUEST TRUST CONNECTED SAFETY AND SECURITY

How to enhance guest trust, mitigate risk and manage compliance across your hotel portfolio using building automation capabilities to keep your property safer without distracting guests



Honeywell

# SAFETY THAT'S FELT BUT NOT SEEN

Comfort and loyalty begin with safety: Guests should feel at ease on your grounds, yet without distractions such as false alarms.

From device testing that guests never notice to smartphones as mobile keycards, safety and security can do more than just meet compliance requirements. Create environments that let guests immerse themselves in their stay — and which bring them back.

## NAVIGATING HOSPITALITY CHALLENGES

Hotels face a variety of evolving challenges. Guests increasingly demand frictionless, digital-first experiences without compromising comfort or security. Rising costs are pressuring hotel managers to find efficiencies while maintaining service standards.

And staffing shortages and skill gaps require workers to manage safety alongside daily responsibilities. Hotels often operate with lean teams, with staff managing guest services while also ensuring the security of the property. This juggling act can stretch resources thin, especially during emergencies, when a rapid and coordinated response is critical.

Many hotels rely on fragmented systems for life safety, security and access control. Disconnected systems can complicate real-time monitoring, increase liability and slow incident response. When an alarm triggers or a security event occurs, slow or incomplete data can hinder hotel staff from acting quickly. Delays can erode guest trust, damage reputations and risk financial penalties.

In an industry where guest experience and safety are intertwined, the limitations of disconnected systems can make it more difficult for hotels to meet guest expectations while also protecting people and property.



To provide a stress-free stay, measures to protect people and property should be robust yet unseen





## CONNECTED SAFETY

An integrated safety framework presents a strategic opportunity for hotels. Unified capabilities for life safety, security and access control can reduce operational risks, simplify compliance and support guest confidence in your property.



### Boost guest trust

Seamless background safety reassures guests, boosting satisfaction, loyalty and positive reviews.



### Reduce operational risk

Connected systems facilitate faster emergency responses and reduce human error, helping to protect guests and staff.



### Compliance readiness

Streamlined reporting keeps hotels compliant and ready for inspections.



### Operational continuity

Integrated systems minimize disruptions and protect property, helping to maintain operations and awareness even during emergencies.



# THREE PILLARS OF HOSPITALITY PROTECTION

Honeywell's building automation capabilities can help hotels connect these critical systems at scale, enabling properties to enhance guest confidence, reduce operational risk and simplify compliance while maintaining the seamless experience guests expect.

## 1. SECURITY

Keeping guests and staff safe requires more than cameras on the wall. It requires intuitive security that protects without being intrusive.

Capabilities include:

- **Situational awareness** through centralized control and monitoring, which enables teams to respond swiftly.
- **Cybersecurity measures** that secure guest data and protect system integrity.
- **End-to-end surveillance** using IP-based camera systems for real-time monitoring across properties.

Enhanced security helps protect guests and staff while reducing liability exposure. It supports regulatory compliance and builds guest trust, enabling properties to maintain a secure environment without compromising the welcoming atmosphere guests expect.

Almost one-third of hospitality organizations have reported a data breach in their company's history, costing an average of \$3.4 million

Source: Trustwave, "2023 Hospitality Sector Threat Intelligence Brief and Mitigation Strategies." September 2023. <https://www.trustwave.com/en-us/resources/library/documents/2023-hospitality-sector-threat-landscape-trustwave-threat-intelligence-briefing-and-mitigation-strategies/>.



## 2. FIRE SAFETY

Fire safety remains a critical pillar for hotel operations, requiring early detection, fast response and seamless coordination across systems.

Capabilities include:

- **Networked fire-alarm control panels** connect with building management systems for centralized monitoring.
- **Advanced smoke and heat detection systems** with self-testing capabilities are designed for complex hospitality layouts and to minimize disruptions, even in occupied rooms.
- **Automated evacuation protocols** use emergency voice alerts, audio and visual notifications, lighting control and elevator overrides to streamline evacuation.

Early warnings can save lives and protect property, minimize downtime and prevent damage. Integrated systems simplify testing, reporting and compliance tracking, reducing manual workloads while supporting insurance and regulatory requirements.

## 3. ACCESS CONTROL

Access control is evolving. Guests expect contactless experiences, while hotels require robust security controls.

Capabilities include:

- **Access control** for mobile keys and electronic locking technologies that simplify guest check-in.
- **Staff credentialing** with role-based, zone-specific access.
- **Audit and alert systems** to provide real-time monitoring and traceability across properties.

Modern access control facilitates a seamless and hassle-free journey for guests throughout the property, enhancing security and minimizing intrusions at the hotel. It strengthens operational control and fosters a frictionless experience that meets the elevated expectations of today's guests.

Between 2014 and 2016, there were around 3,900 hotel and motel fires reported each year in the United States:

- 10% of nonconfined fires did not have smoke alarms
- 45% of nonconfined fires did not have automatic extinguishing systems

Source: FEMA. "Hotel and Motel Fires (2014-2016)." U.S. Fire Administration. July 2018. <https://www.usfa.fema.gov/prevention/hotel-fires/>.



# BUSINESS IMPACT OF INTEGRATED SAFETY

Integrated safety systems are a strategic business advantage, not merely a technological upgrade. Honeywell's platform unifies systems, offering real-time visibility across life safety, security and access control.

Cloud-based analytics and mobile alerts ensure your team receives actionable insights remotely, enabling informed decision-making without being confined to control rooms.

## WHY IT MATTERS

Honeywell's connected approach ensures:

- **Secure environments** to reassure guests, supporting brand confidence.
- **Streamlined operations**, reporting and maintenance that free staff for hospitality-focused tasks.
- **Reduced downtime** from coordinated responses that minimize disruptions.
- **Scalable capabilities** with Honeywell technologies that adapt to single hotels or global portfolios, helping you to maintain consistent safety standards across properties.

## SAFETY AS A BUSINESS STRATEGY

Safety and security are foundational for guest satisfaction, operational resilience and brand reputation.

Honeywell can help your hotel offer guests a safer, smarter stay. Our building automation capabilities transform life safety, security and access control into a strategic advantage, enhancing guest satisfaction and operational efficiency.

**Reimagine how to protect your guests, staff and property, with Honeywell.  
Contact us to schedule a customized assessment or demonstration.**

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