



Working with Siemens, you'll enter into a world-class relationship. We realize that when investing in facilities with long-term horizons, you need a partner you can trust. With more than 150 years of proven technology leadership, we are a true center of competence. While others need to seek third party support, we can fulfill all our customer needs in-house. A fact, which has established us as a true turn-key provider of the best and most innovative solutions and products on the market - today and in the future. This is cemented by the more than 5,800 upscale and luxury installations we have carried out worldwide to date well as the over 25,000 satisfied customers in the small to mid-sized hospitality segment.

Furthermore, with more than 190 Siemens sales and service subsidiaries worldwide, we have a genuine global footprint to enable you access to a single point of contact at all times for all your needs.

Welcome to Siemens Hospitality – your partner for customer loyalty and profitability.

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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

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Guardian Angel

Security Solutions for the Hospitality Industry

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Just as it is a guardian angel's job to safeguard its fosterling against any possible danger 24 hours a day, 7 days a week, so it is a host's responsibility to protect guests, staff and assets around the clock against any potential threat. This, however, is not easy when having to consider everything from minor misdemeanors to major criminal offenses, vandalism to theft, assaults to terrorist attacks, technical disturbances to deliberate sabotage.



At Siemens, we understand the complexity of this task. For this reason, we have developed a comprehensive portfolio of security solutions which, irrespective of your facility's size, construction, furnishings or organizational structure, will give you complete control and management over any situation. This without infringing on your facility's operations or on the comfort and freedom of your guests. Our solutions to effectively help you to deter, recognize and limit disturbances or dangers include:

Video surveillance systems, which together with your security personnel, will keep your whole facility under continuous observation. This through strategically positioned fixed or adjustable dome cameras in places such as the foyer, swimming pool, underground garage, loading ramps, elevators and other public areas. In cases of uncertainty, the cameras, which are centrally monitored and operated, can be directed to the relevant area to help determine whether an alarm is genuine or not. If it is, the

appropriate intervention can be initiated without delay. The recordings can later be easily accessed and used as evidence.

Intrusion detection systems to secure all the different zones of your property. These being the outer perimeter such as the garden and fencing; the peripheral points of entries such as windows, patio doors and entrances; and public areas such as corridors, stairwells and conference rooms. Furthermore, these systems protect your assets such as showcases, safe, paintings and IT infrastructure. All this through a variety of detectors, which because they have specially been designed to be tamper proof, can fulfill your surveillance requirements without unnecessary disturbances such as false alarms or system errors due to manipulations. Our range of detectors includes magnetic contacts, glass breakage detectors, motion detectors, seismic detectors as well as alarm and panic buttons.

Access control systems to manage and control the access to all areas of your property. This through a variety of modern electronic identification methods, which only allow access to an area once the individual has been identified and his or her access rights confirmed when compared to a profile database on a central processing unit. The identification may be performed through the use of a proximity badge, which besides serving as a visual identification, is equipped with a microchip to allow access rights to be read by a door reader; by entering in pin code on a door key pad; or through a biometric scan, in which bodily characteristics such as fingerprints, hand geometry, retina or facial features are used for authentication. The benefit of these modern solutions lies in the ability to define, reassign or invalidate an individual's access rights at a moment's notice as well as centrally logging every access attempt in real-time. This being extremely helpful should an incident such as a theft or vandalism require investigation or need to be proven. Furthermore, these solutions can be used for other purposes such as time-related

scenarios, whereby specific individuals such as the housekeeping staff may only enter the premise through specific entrances at pre-defined times; for staff time and attendance recording; or for cashless payments using so called smart cards.

Asset tracking systems, which use wireless technology (low, high frequency and infrared), to track the position of an object or a person. This through small, active transmitters – so called RFID tags – which can be secured to objects such as flat screen TVs, artwork, computers, or carried by personnel. Readers placed on the ceiling or above doorways enable a constant monitoring of the transmitters by continuously relaying their identity and position to a central server. Thereby protecting your objects against theft and misuse as any unauthorized tampering, removal or destruction of the transmitters will immediately trigger an alarm. This early notification enables an immediate assessment of the situation so that unnecessary confrontations with guests and personnel can be avoided. Alternatively, appropriate security

measures can be instantly activated in order to minimize the damage and to record the incident for future evidence. The transmitters can also be used as wireless panic buttons, or for gathering statistical information on mobile equipment usage.

Finally, though all of these security systems can be implemented as stand-alone end-to-end solutions, they can also be integrated along with other third party systems into our **danger management systems**. Thereby, enabling you with the help of a user-friendly graphical interface, which provides detailed building and floor layouts, to centrally monitor and operate your entire security systems and procedures over one common platform. A feature, which will also reduce the amount of training your staff will require and, when deployed over a number of facilities, facilitate your staff transfers. Furthermore, the software can also allow you to pre-define sequences, which are to happen in specific situations as well as provide guidance to your security personnel in the event of emergencies.

With thousands of customers ranging from small, boutique hotels to vast luxury resorts, from casinos to cruise ships, from wellness centers to residential care facilities, we know what your facility needs to keep your guests safe. Rest assured with Siemens you will provide the precautions your guests will trust to keep them from harm – everywhere and at any time.