



USE CASE – HOSPITALITY SECTOR

Every second counts. Every guest counts.

Real evacuations are rare. Mandatory drills are not. At night, with reduced staff and sleeping guests, every minute is critical. staysafer makes drills manageable and emergencies controllable.

CHF 2'430 3-year savings	Automatic Guest count and rollcall	100% Communication in the guest's language
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THE PROBLEM

Swiss fire safety regulations (AICAA/AEAI) require periodic drills. For a hotel, each drill means:

- Operations halted for the duration of the drill.
- Risk of service disruption for guests: complaints, negative reviews, loss of loyalty.
- Manual rollcall, imprecise count, no structured data for the authorities.
- During an alarm, uninformed guests step out into the corridors and flood reception with calls. Staff, overwhelmed by the phone, face possible misunderstandings due to language barriers.

The problem isn't only the emergency that may never come. **It's the drill that disrupts operations.**

THE SOLUTION

staysafer makes drills invisible to guests and emergencies manageable for staff:

Partial evacuation. Evacuate one group of staff at a time. The rest of the hotel keeps operating normally.

Automatic count. Staff badges and room keys are used for digital roll calls.

Multilingual messages. During an alarm, guests receive real-time updates in their own language: via the staysafer app (free for guests) or by scanning a QR code (at check-in or in the room) and entering only their phone number to receive SMS. Less confusion, more safety.

Certifiable report. Automatic documentation: times, locations, attendance. Ready for authorities and insurers.

COMPLIANCE & PRIVACY

staysafer can be installed on-site. Tags and room keys carry only an anonymous identifier. No biometric data. Full GDPR and Swiss FADP compliance.



THE BENEFITS

The optimal strategy: on a three-year cycle, during the first two years drills run without suspending operations; in the third year a full drill is carried out.

	Year 1	Year 2	Year 3
Without staysafer	CHF 3'000	CHF 3'000	CHF 3'000
With staysafer	CHF 2'010	CHF 2'010	CHF 2'550
Savings	CHF 990	CHF 990	CHF 450

**Conservative calculation based on staff cost only. Excludes the value of fewer complaints, avoided negative reviews, and reduced legal risk.*

Direct savings on drills are the first benefit.

Another benefit is 24/7 operational protection: every alarm is handled without blocking reception.

Plus, every guest informed in real time in their own language, every minute of uncertainty turned into clear communication.

SCENARIO 1 – FIRE DRILL

Urban business hotel • 200 rooms • 50 employees

1. 10:00 AM – Scheduled drill begins. staysafer activates the protocol for the first group of employees.
2. The relevant staff evacuate to the assembly point. The rest of the hotel keeps operating normally.
3. Each staff member is automatically registered at the assembly point.
4. 10:20 AM – Group 1 completed, they return to their duties. Continue with group 2.
5. 10:40 AM – All groups verified. Full report immediately available.

Before: 1h of operational downtime, staff pulled from service, manual rollcall, zero documentation.

After: 40 minutes, service never fully interrupted, automatic count, certifiable report.

SCENARIO 2 – NIGHT ALARM

02:15 AM • Alarm on floor 2 • 4 operators on duty • 170 occupied rooms

1. 02:15 AM – alarm on floor 2. staysafer starts the real-event protocol.
2. 02:16 AM – Live messages to all guests, in their own language: “Alarm on floor 2. Verification in progress.”
3. Reception isn’t overwhelmed by calls. Staff stay focused on verification.
4. 02:19 AM
 - a. **If false alarm** (kitchen smoke, faulty sensor): live message “False alarm, no danger.”
 - b. **If real alarm:** Live evacuation messages in each guest’s language.



Before: 10 minutes of silence, guests and staff confused, reception overwhelmed by calls.

After: live messages in every language, focused staff, informed guests.

GUEST EXPERIENCE

Before the stay – Guests choose a hotel partly for its safety reputation. For families and senior guests, it can be a deciding factor.

During the stay – Zero impact on the routine. No visible device. In case of an alarm, live messages in the guest's own language: less confusion, shorter wait. At the assembly point: no voice rollcall, no waiting.

After the stay – An emergency handled professionally generates positive reviews and loyalty. Automatic report for insurers and continuous improvement.

BENEFITS FOR THE HOTEL

Financial – Reduced drill costs. Documentation for insurance premiums.

Operational – Automatic count. Staff localization. Priority list for first responders.

Guest experience – High perceived safety, zero impact on privacy. Multilingual live messages.

Compliance – Verifiable documentation for AICAA/AEAI. Reports ready for authorities and insurers.

Image – Tangible competitive differentiation. Premium positioning.

Liability – Documented proof of due diligence (art. 328 CO).

POSSIBLE EXPANSIONS

staysafer needs no additional hardware, but can be enhanced using:

Component	Type	Details
Readers at assembly points	Optional	1 per assembly point
Staff IoT devices	Optional	1 per staff member on shift
Location sensor	Optional	1 per floor or per room
In-room emergency button	Optional	1 per room
Reception tablet	Optional	For situation overview

Want to protect your guests?

Download and activate the 30-day free trial or request a live demo.

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