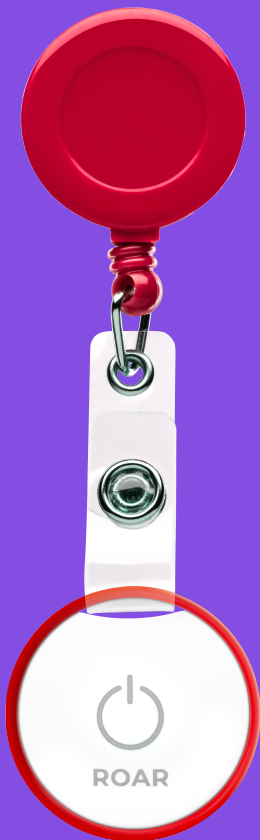


ROAR

Panic Button Provider Checklist



With workplace violence rising each year, businesses are investing in panic buttons to ensure the safety of their employees. Panic button solutions offer a variety of benefits to organizations, helping to de-escalate incidents, mitigate injuries, and expediting response time during emergencies. They also enhance employee recruitment and retention while allowing cost savings associated with workers comp claims, liability insurance, and more.

Not all panic buttons are alike. We understand choosing the right solution can be overwhelming and your choice carries significant consequences. To help you choose a panic button we've developed this checklist to help guide you through what to consider.



Panic Button Partner Checklist

Reliability:

1. Verify the solution can function effectively even in challenging environments where signal interference may occur from wireless devices or medical equipment.
2. Ensure multiple redundancies are available and there are no single points of failure.
3. Does the service provider offer a dedicated panic button solution, or is it an add-on to other functionality?
4. Optional: If you experience frequent storms or power outages, can the system be plugged into an uninterruptible power supply (UPS)?

Coverage and Performance:

1. Can all areas staff may be isolated be covered without additional wiring or infrastructural changes?
2. Are there performance issues in areas where WIFI or LTE may be poor or unreliable, such as stairways or parking lots?
3. Have you spoken to a reference about whether or not the solution will work in dead spots?
4. Depending on your implementation timeline, ask about their supply chain and backlog to ensure it can be met.
5. Can they showcase how the solution has shown to reduce incident escalation?

Accuracy:

1. Does the property provide room and floor level accuracy? Has this been confirmed by references?
2. Can the provider install their devices anywhere or are they limited to the location of power outlets or access points, impeding accuracy?

Scalability and Expandability:

1. Choose a provider that offers scalable solutions, allowing for easy expansion and adaptation to changing safety needs.
2. Can the system accommodate future growth and, if so, will there be additional electrical or configuration costs?

Regulatory Compliance:

1. Verify that the panic button system complies with relevant regulations and safety standards in your location and industry.
Bonus: Choose a vendor who can provide you with guidance on the mandates in your area.
2. Optional for union compliance: Ensure the solution does not track staff until the button is pressed. Does the provider offer 24/7 support?

Implementation, Training, and Support:

- | | |
|---|--------------------------|
| 1. Will the installation require business interruption and what is the cost of it to your organization? | <input type="checkbox"/> |
| 2. Does the service provider offer a self-install option? If yes, what training is provided and how is network health verified? | <input type="checkbox"/> |
| 3. Is outdoor coverage in smoking areas or parking lots available? | <input type="checkbox"/> |
| 4. Does the provider offer 24/7 support? | <input type="checkbox"/> |
| 5. Can training be accessed at any time, and is it for the user and responder? | <input type="checkbox"/> |
| 6. Is a poster provided for staff in multiple languages to reinforce how the button should be used? | <input type="checkbox"/> |
| 7. Is training provided as part of the solution cost? | <input type="checkbox"/> |
| 8. Check any applicable SLAs for remote and onsite support. | <input type="checkbox"/> |

Alert Notification Channels:

- | | |
|---|--------------------------|
| 1. Ensure the provider offers multiple alert delivery methods to ensure they can't be missed (e.g. mobile app notifications, dedicated console, etc). | <input type="checkbox"/> |
| 2. Is 911 or a seamless connection to emergency services necessary for your lone or audit workers? | <input type="checkbox"/> |

Data Reporting and Analytics:

1. Do you receive automated low battery notifications for all components of the system?
2. Can you access alert history and pull compliance reports when needed?

Hassle-free and Self-Monitoring Capabilities:

1. Is network health proactively monitored by support to ensure the system will work when needed?
2. Prioritize providers that automatically provide notifications on device issues, battery status, and network health
3. If the beacons are battery-powered, does the vendor offer a battery replacement program?

Customer Success:

1. What is their CSAT or NPS score?
2. Can case studies or user stories of how the solution has helped staff be provided? Bonus: if they can tie the ROI in cost savings (workers comp claims, retention, etc) for decision-makers.
3. Do they share best practices, provide educational resources on their blog or social media accounts, or do they keep customers engaged with a newsletter?

Proven Expertise:

1. Was the solution built in part with key stakeholders, especially from the staff and security officers?
2. Look for providers with proven expertise and experience in delivering panic button solutions for your industry.
3. Are they affiliated with leading organizations within your industry?

Supplier Diversity Programs or ESG Goals:

1. Consider if the provider can help you meet your supplier diversity programs as a minority, women, veteran, disabled, or LGBT owned.
2. Can they help provide data you can supplement or share in accordance with your ESG goals?

Take the first steps to improve safety of your employees, increase job satisfaction and reduce workers' comp claims.

[Schedule My Demo](#)

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