



Security Systems

E-BOOK

# COVID-19 RESPONSE SOLUTION

KEEPING YOUR STAFF INFORMED

## TRENDS & BEST PRACTICES



[www.3SI.com](http://www.3SI.com)

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The COVID-19 crisis has put us into brand new territory. Retailers are facing a myriad of challenges in formulating a business model to move forward. Emergency Notification Systems (ENS) and incident management have been a growing concern for retailers, but COVID has ramped up these concerns.

### **Why? Because you need to:**

- Meet guidelines for an effective ENS system.
- Limit operational disruption.
- Share and collect accurate information.
- Maintain business continuity and operational contingency.



You drill for preparedness for weather emergencies and the like, but the mass scale of COVID impact is unprecedented. Business continuity is key, and an effective ENS will support these plans.

So what can the ENS system provide that will make the difference?

- Enterprise Communications
- Business Continuity
- Staff Call Directory
- Emergency Notification
- Quarantine Notification
- Survey Feature to conduct daily Health Checks
- Drive Staff Engagement



**There's two types of retailers right now...those researching ENS systems, and those about to *start* researching ENS sytems.**

Kevin Mullins, VP Emerging Markets, 3SI Security Systems (former CEO of SaferMobility)

# ENS

## FROM A COVID19 PERSPECTIVE

# Enterprise Communications

## 3 STEPS



### Simple user interface

In an emergency, time is of the essence. During the pandemic, you may be relying on backup personnel so reaching staff must be seamless and simple. You should need no more than 3 steps to accomplish this.

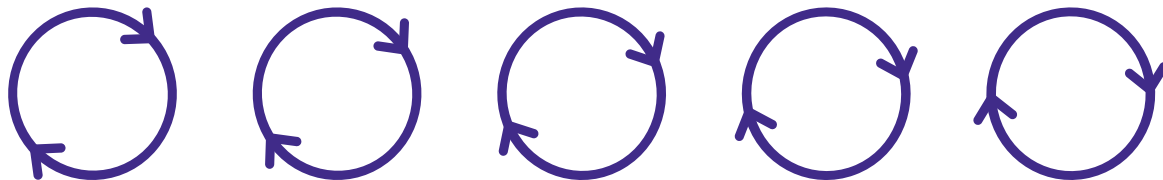
### Customizable message content

Conditions are changing all the time. You want flexibility to create custom messages for things like sharing health tips, contingency procedures, emergency preparedness and changing operating parameters.

# Business Continuity

Ensuring business continuity means you need information. Look for an ENS system that provides a dashboard or portal that puts everything you need to know right at your fingertips...and provides reporting for review and adjustment.

- **Visibility to view the status of all stores.**
- **Ensure your staffing requirements are being met.**
- **Robust reporting to monitor and adjust strategies as needed.**



# Call Directory

With some staff working remote or working in different locations, it can be difficult to know how to reach them. But in a crisis, time is critical and you don't want to lose precious time searching for the right contact number.

- **Manage and access your directory of critical and staff phone numbers.**
- **Provide staff an immediate response connection.**



# Emergency Notifications

Keeping staff informed is crucial, and more challenging than ever. An ENS system should be two-way...meaning staff can both receive and send notifications.

## Staff receive notifications

- Store/office closures
- Travel restrictions
- Emergency plan activations
- Operational updates

## Staff send notifications

- In-store disturbance
- Active shooter
- Utility issues
- Local weather emergencies

### BONUS FEATURE

Look for capability to send updates through the app, via text/SMS, and thru email

# Quarantine Notifications

Ensuring the health & safety of your staff is a primary concern.

## Automated messaging

- Provide proper guidelines
- Offer compliance insight

## Real-Time Information

- Provide updates on virus conditions
- Issue updated operational guidelines

# Staff Health Checks

Before deploying staff to a store, you want to ensure they are healthy and cleared for work...but how to achieve this task enterprise-wide can be challenging.

## Customizable

- Ability to change survey questions on-the-fly to respond to changing conditions
- Provide automated replies to staff based on how they answer the survey questions, i.e., “You are cleared for work, please report to the store” or “You are not cleared for work. Please contact your manager for further instructions.”

## Documented & Reported

- Automatic and immediate management notification of a staff member reporting positive for possible COVID19 exposure or illness
- Staff responses should be recorded for regulatory compliance and future review

# Staff Engagement

Communication with staff during the pandemic is critical to their health and safety as well as the health of your institution.

## Adaptability to communicate with staff anywhere

- In stores
- Working from home
- Traveling

## Flexibility to communicate with different groups/individuals

- Complete enterprise
- Zones
- Individual stores
- Individual staff members

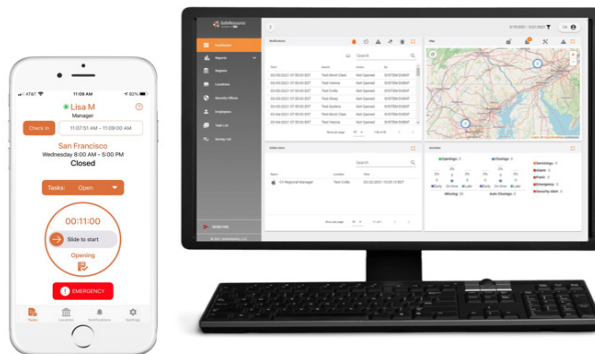
# ENS SOLUTIONS

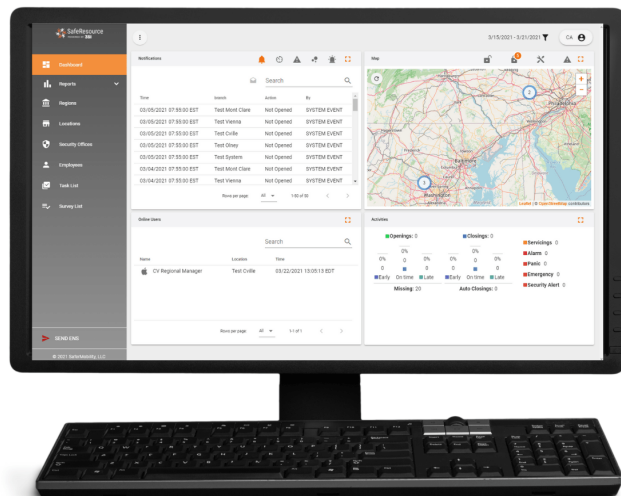
The best ENS systems offer flexibility, adaptability and a wide range of features. Sending emergency updates is just the beginning...read on to see what SafeResource® can do for your stores.

**Here's what SafeResource offers your organization →**

## 1 APP + Console

Staff use a simple, intuitive App to access SafeResource. System administrators use a secure, web-based console to view system activity, send and receive messages, process notifications, and view and download a host of reports. Together, the App and Console give SafeResource high performance with user-friendly interfaces.





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## Informative display

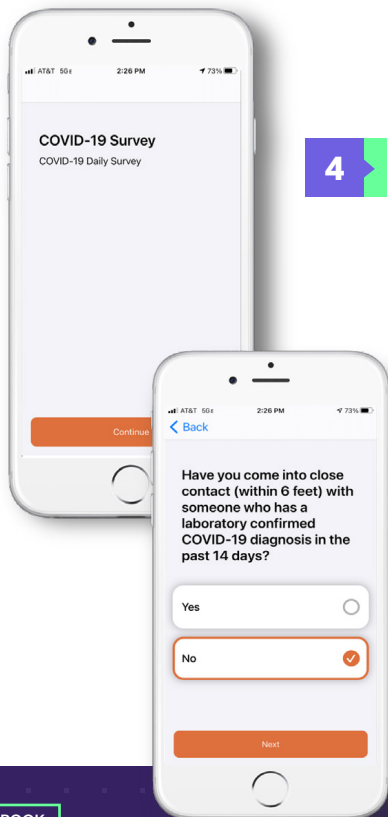
Access a broad view of all store statuses, or drill down to the detail of a single location. At store level, you can see contact details, send a message, see all team members and confirm the store status...whatever level of detail you need, you can get it from the portal.

## 3

## Robust Reporting

Every function performed in the SafeResource App is recorded and downloadable for reporting. Whether monitoring individual store performance, enterprise-wise statistics, weekly/monthly/quarterly trends or something else, all this valuable data is fully accessible to keep you informed.

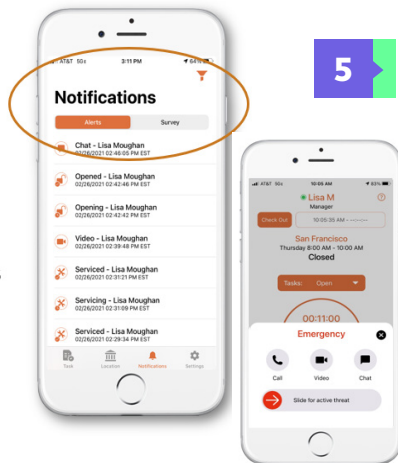
Client	Region	Location	Type	By	Activity	Start	Stop	Duration
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Serviced	01/16/2020 12:39:20 EST	01/16/2020 12:39:50 EST	00:00:30
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Closed	01/16/2020 12:38:02 EST	01/16/2020 12:39:13 EST	00:01:10
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Opened	01/16/2020 12:36:55 EST	01/16/2020 12:37:02 EST	00:00:07
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Chat	01/16/2020 12:33:01 EST		
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Serviced	01/16/2020 12:32:29 EST	01/16/2020 12:32:33 EST	00:00:03
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Chat	01/16/2020 12:32:08 EST		
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Closed	01/16/2020 12:31:45 EST	01/16/2020 12:31:59 EST	00:00:13
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Opened	01/16/2020 12:31:31 EST	01/16/2020 12:31:36 EST	00:00:05
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Chat	01/16/2020 12:29:21 EST		
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Serviced	01/16/2020 12:29:04 EST	01/16/2020 12:29:10 EST	00:00:06
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Closed	01/16/2020 12:28:57 EST	01/16/2020 12:29:00 EST	00:00:03
Demo Client	Demo Region	SR Tower	Location	Aaron Lauginiger	Opened	01/16/2020 12:28:44 EST	01/16/2020 12:28:48 EST	00:00:04



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## Survey Feature

With SafeResource's flexible survey feature, you can create custom surveys on any topic you wish. During the pandemic, this feature is ideal for monitoring staff health. And because all data is recorded and preserved, staff responses are available for download, review and reporting purposes.



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## Emergency Notification

SafeResource gives you 2-way emergency notification. That means you can notify store staff of weather emergencies, store status change or pandemic response updates. But it also gives staff the ability to send a panic alert directly to a monitored security center. Security sees the identity of the caller and can receive updates via a call, chat or even video.

## About 3SI

- | **Over 50 years** of experience & specialized knowledge in the security field
- | **24/7** US-based support
- | **Long-term relationships** with the industry, built on **trust and satisfaction**
- | Partnered with over **9,500 law enforcement agencies**
- | Over **16K criminals apprehended** and **\$140M in assets recovered**

# 3SI SOLUTIONS

- | **Tracking** uses multiple technologies to help police track crimes, recover stolen property and arrest criminals
- | **Cash Tracing** uses ink, smoke and dye to foil robberies, recover stolen cash and apprehend criminals
- | **SaaS Safety Systems** use APP technology to protect staff members against crime and provide detailed reporting to increase efficiency and reduce cost

**3SI**