



Escalation Process Explained

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WHAT IS AN ESCALATION PROCESS?

This is the procedure that our Alarm Receiving Centre (ARC) will use when required to escalate following an SOS activation where on listening, they consider there is no immediate risk of harm. For example, if the lone worker activates an SOS alarm/Man Down via the app or a device, and the ARC operator cannot hear anything via the two-way audio and cannot make contact with the lone worker via telephone, then they will follow the escalation process.

The escalation process is made up of contact names, numbers and any specific instructions; such as "contact on site security before contacting the Police". It should contain at least two contact names and numbers that are available 24/7.

Escalation contacts are important as they are able to:

- Assist with situations that do not require an urgent emergency response.
- Check on the well-being of colleagues or find someone nearby who can do so.
- Contact any relevant internal staff members.
- Provide emergency first aid.

Things to keep in mind when selecting your Escalation Contacts

- They should be available, nearby and have a working phone that they carry around.
- They should agree to the role in helping their colleagues and keeping Pick Protection's ARC updated.
- They should be made aware of who they are an escalation contact for, ensuring that they have access to their calendar and have the individual's direct number.
- They should be informed of any internal processes to be followed if they are contacted by our ARC.
- They should have admin access to our portal so they can check lone worker activity if required.



OUR RECOMMENDATIONS

What should the escalation contact do if informed by our ARC that a lone worker has activated the alarm?

Step 1

If the escalation contact has been left a voicemail from our ARC, the first thing they should do is call the ARC back – they may have a further update after speaking to another escalation contact.

Step 2

Check the lone worker's calendar to see where they could be and who they might be with.

Step 3

Check our **PG Cloud** platform to see their last activity – have they set a time at risk and not checked in or have they activated an SOS directly? Have they left any pre-alert messages?

Our operators are there to help. They can offer advice and provide directions if required.



STANDARD ESCALATION PROCESS

The standard escalation process is detailed below. Please note that our Operators will always keep the two-way audio connection open with the lone worker – they carry out calls to escalation contacts on a separate line.

- ARC Operator rings first point of escalation and if no answer received at first attempt, waits for the answering machine to engage (if there is one) before they hang up.
- ARC Operator rings second point of escalation and if no answer received at first attempt, waits for the answering machine to engage (if there is one) before they hang up.
- This process continues through the contacts listed until an escalation contact answers.

If none of the escalation contacts answer, the following steps are carried out:

- ARC Operator rings the first point of escalation again and waits for the answering machine to engage (if there is one). They will leave a message stating:
 - The reason for the call including the name of the person at risk
 - They are the first key holder
 - Asking for the escalation contact to call them back

This process continues through the contacts until one of the escalation contacts answers.

If none of the escalation contacts answers, or no voicemails can be left on the phones, the Operator will continue to contact the escalation points every 20 minutes for a 1-hour time period. After this point, the Operator will not be able to progress until an escalation contact phones back.

We therefore advise all customers to ensure escalation contacts are aware of this process.

If you require a different escalation process, we will need to discuss this with you.



FINAL POINTS

If you would like to make any significant changes to your escalation process you can e-mail support@pickprotection.com and this will be picked up by our Customer Success Team. Alternatively, for straightforward changes you can edit these yourself via our **PG Cloud** platform. Simply go to the organisation tab and click edit next to your organisation name.

Remember

- You should ask the escalation contacts to ensure their phones have voicemail enabled.
- Remind the escalation contacts to inform you if they are going on holiday or won't be available, so that you can update the escalation process accordingly.
- Our ARC relies on escalation contacts keeping them informed of the situation in order to close off alarms, so please remind your chosen escalation contacts to inform the ARC of the lone worker's safety once confirmed.