



# SAFETY OPERATIONS CENTER

## 24/7 WORRY-FREE SAFETY MONITORING SERVICE

Blackline's safety monitoring and gas detection solutions deliver complete customization and 24/7 real-time safety monitoring for any application. Our Safety Operations Center provides organizations with expert safety monitoring and support, ensuring superior employee safety monitoring without sacrificing business productivity.

While some businesses are capable of self-monitoring, with designated control rooms or highly available supervisors, many are better supported by our in-house monitoring team. Blackline's Safety Operations Center (SOC) focuses exclusively on monitoring the well-being of employees' safety. Unlike traditional call centers that often split focus between telemarketing and IT support, our SOC is staffed with professionally-trained monitoring agents 365 days a year.

Our SOC utilizes the Blackline Live web portal, providing them with critical insights into emergency alerts in real-time. Delivering situational awareness communicated from employee-worn devices in the field, Blackline Live provides all the tools necessary for the SOC to manage a world-class emergency response.

Located at our headquarters in Calgary, Canada, the Safety Operations Center incorporates state-of-the-art infrastructure, including redundancy of power supply, communications and computing. We monitor over 7,500 devices world-wide, around-the-clock.

Monitoring personnel manage safety and gas detection alerts in real-time from receipt through to resolution by following the customer's tailored and documented emergency response protocol. Should an emergency take place, our Safety Operations Center is empowered to dispatch local emergency services across North America. Emergency responders are directed to the precise location of the employee in distress.

With 99.5% of alerts responded to in under a minute, Blackline's Safety Monitoring Center facilitates worry-free monitoring services and support, so employees can take comfort knowing their safety is always covered.

### Overview

- Turn-key, around-the-clock emergency response management service
- Ideal for businesses without a control room or supervisors that are always available
- Supports all Blackline Safety monitoring device types
- Every alert managed according to your custom, documented response protocol
- Eases the burden on your team
- Our agents are always available and highly trained
- 99.5% of alerts responded to in less than a minute
- Ideal for both lone working and gas detection applications
- Agents can provide on-the-spot training for your employees
- Direct 9-1-1 call escalation to police and EMS in Canada and the United States



#### EMERGENCY RESPONSE MANAGEMENT

- Response management for injuries, health events, security breaches, gas leaks and evacuations
- Alerts efficiently managed from receipt through to resolution
- Monitoring over 7,500 client devices

#### CUSTOM EMERGENCY RESPONSE PROTOCOL

- Emergency responses are managed based on custom emergency response protocols
- Supervisors are notified by text and email while SOC manages the alert
- Alert escalation path to supervisors or local emergency services is clearly defined and managed
- Mapping of employee locations using GPS or Location Beacons ensures an efficient response

#### ALERT LIFE-CYCLE MANAGEMENT

- Transparent response-time reporting ensures superior performance standards
- Every event is time-stamped and recorded for reporting
- Highly qualified monitoring agents handle every alert

#### BLACKLINE LIVE WEB MONITORING PORTAL

- Provides personnel with leading safety monitoring tools
- Real-time safety status of every team member is visible on the map page
- Simple configuration of emergency protocols
- Type of alert is clearly displayed on a map with details like gas type and concentration

#### COMMUNICATING WITH EMPLOYEES

- Blackline Live address book provides employee contact information for escalation
- Agents can speak with the employee via optional two-way voice communication (Loner M6 and G7c monitoring devices)
- Monitoring team communicates with employees via messaging (G7c and G7x)
- Real-time translation of over 200 languages

#### EVACUATION MANAGEMENT

- Can notify and direct a single worker or whole teams to designated muster points
- Trigger a large scale evacuation using mass-notifications

- Monitor the progress of evacuations in real-time from start to finish

#### ENVIRONMENTAL GAS MONITORING

- The type and concentration of a gas exposure is relayed in real-time
- Empowered with situational awareness of an event, personnel can manage optimized emergency responses
- All gas readings are stored in Blackline Live
- High gas, TWA and STEL events trigger real-time alert management

#### HIGHLY-QUALIFIED MONITORING AGENTS

- Specialize in Blackline Safety employee-worn monitoring devices
- Can provide on-the-spot training to support your employees
- Agent training includes:
  - WHMIS
  - Standard first aid with CPR-C and AED
  - H2S Alive

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