SAVANCE
WORKPLACE

COMPLETE GUIDE TO

Electronic Emergency Mustering

*Learn how to **transform your emergency accountability plan** to quickly and efficiently account for all staff and visitors in the event of an emergency.*

www.savanceworkplace.com

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WORST CASE SCENARIO

It's like a nightmare. Smoke billows from top of the warehouse...

There was an explosion 13 minutes ago and the fire department is arriving on the scene. You're standing in a parking lot surrounded by 125 nervous and shaken employees, clipboard in hand, doing your best to account for everyone that made it safely outside.

"Michael Carter", one employee says. You quickly flip through your paper list of employee names trying to check him off.

"Sarah Mitchell", says another, but you still haven't found Michael's name.

15 minutes have elapsed since the evacuation. A firefighter approaches and asks if there's anyone still trapped inside. You quickly scan your list. It looks like you've only

checked off 30 or 40 names at this point. "I'm still doing roll- call" you explain. "There's no quick or easy way to do this".

20 minutes have elapsed. 25. 30. It seems like hours. Eventually, you've finally accounted for all staff in the parking lot...you think.

There are three names still not checked off. You're calling out.

"Barry Clark?! Is Barry Clark here?!"

No answer. Barry clearly isn't outside. Questions race through your head. Did Barry come in today? Did he call out sick? Is he on vacation? Did he leave early? Or, worst case scenario, is he trapped inside?

You'll check with Barry's manager. Someone explains that Barry's shift-lead, Carl, is on PTO today. That's one of the missing names. You check him off your list. But it doesn't help you find Barry.

"Does anyone know if Barry Clark was here today?" you yell. Nobody is sure. You are really nervous. What do you do? In addition to Barry, you still have one other unaccounted for name. The firefighter approaches again. "Is there anyone still inside?" he barks.

The Occupational Safety & Health Administration (OSHA) requires all organizations to have a plan for workplace emergencies and evacuations.

Are you able to account for all employees in the case of a catastrophic event?

A BETTER WAY

Ask yourself, how prepared are you?

As a company that takes safety seriously, how prepared are you to account for all staff in a quick and efficient manner in the event of a fire or the aftermath of a tornado or earthquake?

Many companies use personnel paper logs to take roll call during an evacuation. Would you stake your life on a manually-updated paper log or, worse yet, a simple print-out of all employees?

In the earlier scenario, you did your best to account for as many employees as possible. But, in the end, you were left with uncertainty. In this case, an employee was still missing and you had no idea whether they were out sick, on vacation, or trapped inside.

Now imagine standing in the parking lot confidently knowing that Barry had, in fact, never come to work today. Imagine knowing for certain that you had accounted for all on-site staff in a matter of minutes, and eliminated those that were not in your facility at the time of the incident. Imagine the relief of knowing everyone you are responsible for is safe.

So How Do You Improve?

Savance Emergency Mustering was designed with business emergency situations in mind. Using a Windows tablet or laptop device, a designated safety officer has a simple, up-to-the minute tool for roll-call during safety drills or emergency evacuations.

In a true emergency, lives are at stake. Each and every person must be accounted for quickly and accurately. The Savance emergency management system is designed to enable you to do so with 100% accuracy. This is critical to enable firefighters and EMTs to do their job effectively.

With Savance Emergency Mustering, you can:

BRIAN HARGREAVES
Captain/OIM,
Transocean Discoverer Inspiration

" Unlike in the past, muster during drills is almost an afterthought. It occurs almost automatically, and I can focus my efforts and those of the bridge team on addressing the emergency.

MARTIN ROWLAND
Safety & Training Coordinator, Westmoreland Mining Co.

" We need to know when they're here, and when they're gone. If someone is logged in but not actually on the property, it could be a disaster in an emergency situation.

- **Conduct a standard accountability reporting roll call, with real-time data.**
- **Get immediate access to employee personal emergency contact information.**
- **Filter employees based on status (in the office, on break, on vacation, offsite, off work, etc.).** *Note: Requires status updates via kiosk or desktop/mobile.*
- **Track each person's location when the emergency occurred (building, floor, room, etc.).**
- **Give your employees the peace of mind that you will have them 100% accounted for, should an emergency occur.**

Are you ready to drastically improve your emergency accountability plan? Continue on to discover how Savance Electronic Emergency Mustering can help you improve.

The Ins & Outs

Accurate roll-calls start with an accurate list of who is 'in' and who is 'out.' When it comes time for an emergency roll-call, knowing who is in your facility is just as important as knowing who is out.

The Savance Workplace system starts by keeping an up-to-date list of employees that have entered a facility or area. When an employee enters your office, warehouse, or manufacturing facility, they check in. When they exit, they check out. This allows full visibility of all staff on-site at any given time for safety and security purposes.

With Savance's desktop and web interfaces, you'll always have a view of this information in real-time. Savance also feeds this information to mobile mustering tablets in the event of an emergency (covered further in the next section).

Savance Workplace provides several options for employees to sign in and out via access control integration, facial recognition, kiosks, and desktop/mobile apps.

Access Control Integration provides an easy-to-use, yet extremely accurate method of employee check-ins and check-outs.

Access Control Integration

Savance Workplace integrates with your existing access control system to provide the simplest and most effective way for staff to check in and out.

When staff scan their access badges entering and exiting designated doors, their status is automatically updated to "In" or "Out" for communication and accountability purposes. This happens via a normal access swipe, greatly reducing learning and training curves.

With Savance's access control integration, each reader is assigned either an 'In' or an 'Out' status, along with a status location.

Access control integration is most beneficial when you need to cover several entrance and exit points. Integrations are licensed by number of doors, allowing you to affordably scale up as you grow.
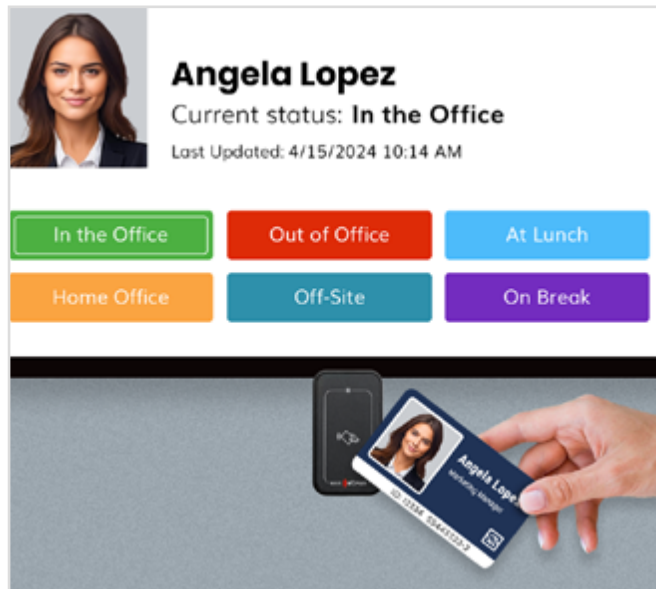
Savance Workplace integrates with a constantly growing number of access control providers, including the following:

pdk   brivo   acre
Paxton   KANTECH   AMAG TECHNOLOGY
dormakaba   Honeywell
3×LOGIC   GALAXY   LENEL:S2
KERi SYSTEMS   Genetec   salto

Note: Most companies have access readers on the outside of a facility coming in. This is great for allowing employees to check in. Keep in mind, it's also important to allow employees a way to check out. If you do not have readers on the inside of exit doors, you may need to contact your security integrator to have these installed. Savance can help facilitate this.

Angela Lopez
Current status: **In the Office**
Last Updated: 4/15/2024 10:14 AM

| In the Office | Out of Office | At Lunch |
| Home Office | Off-Site | On Break |

Self-Service Kiosks

Self-service staff kiosks are a great way to allow easy sign-ins and sign-outs

Because touch-screens are typically involved, kiosks are most beneficial when there are only one or two entry and exit points in a facility.
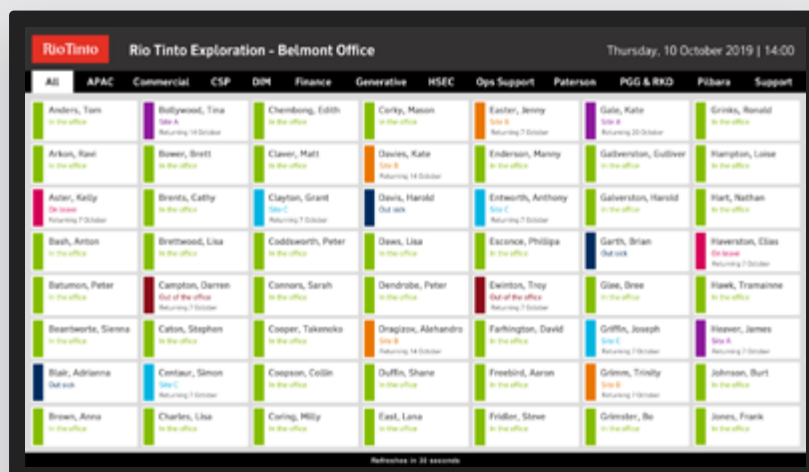
Kiosks also provide the benefit of adding additional context to 'Out' statuses. Because you can add additional statuses beyond 'In' and 'Out', you can give your employees the ability to select statuses like 'Lunch', 'PTO', 'Working Offsite', etc. as they exit the facility.

To update a status, employees simply touch on their name or, by adding a proximity card reader, scan their existing access control cards, which serves as their check-in and check-out credential. Facial recognition is also an option.

Kiosks, like access reader integration, work great because they serve as a visual reminder to update your status as you enter and exit a door.

Kiosk home screens can be customized with employee names, statuses, and other relevant information.
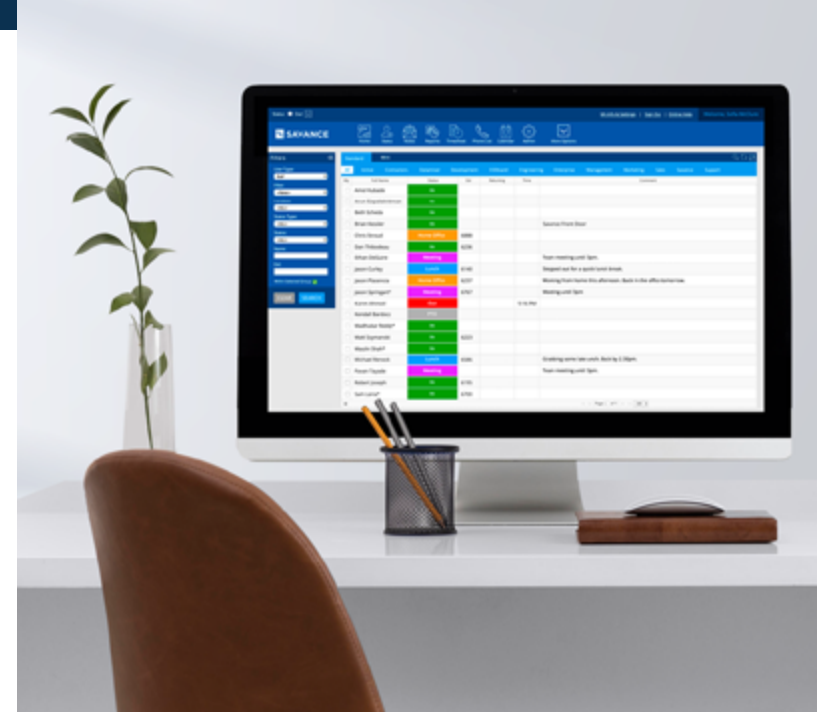
Desktop & Mobile

Savance also offers the option of simple desktop and mobile updates.

As this method typically results in a slightly less accurate list, it is only recommended for small companies or those on a tight budget who still want to improve on their paper list method.

With Savance's web and desktop apps, employees check 'In' and 'Out' via their PCs or laptops. Like the kiosk, additional status options can be offered.

Making updates via these interfaces is simple. Employees simply click on their name or 'Status' button at the top of the app. They then make a status selection, fill in any additional info like a comment or a return time, and confirm.

The Savance PC and mobile apps can be used in conjunction with access control integration and employee kiosks. On top of the safety factor, the ability to view all employees on and off-site in real-time for security and efficiency purposes is an added benefit provided by Savance.

Scenarios to Consider

The slight downfall to relying solely on desktop/mobile updates is that it sometimes leads to a less accurate list of who is actually in and out. You may run into cases where an employee forgets to sign out before they shut down their computer for the day and, since they don't have a visual reminder like an access reader or kiosk at the door, may leave the building when they're still marked 'In'. Other scenarios may include an employee being dropped off early, and instead of going straight to their desk and signing in, they sit in the break room for a while. In this case, you have an employee marked 'Out', when they're actually on-site.

Scenarios like these should be considered when trying to determine the best way for your organization to maintain the most accurate emergency list possible.

THE ROLL-CALL

You've won the first half of the battle, maintaining an accurate list of on-site staff. You're keeping track of all employees that come and go, via access control integration, kiosks, or desktop/ PC updates. You have a real-time view of that information at your fingertips via the Savance desktop or PC applications. But how do you use that information in the event or a real incident?

It's time to replace your paper list with a Savance Emergency Mustering mobile tablet.

Savance Emergency Mustering maintains your list of on-site and off-site personnel on a grab-and-go tablet for quick and efficient roll-calls in the event of an emergency.

As status updates occur via access control, kiosks, or desktop/mobile updates, Savance Emergency Mustering updates in realtime. This ensures that when you begin a roll-call, the most accurate information is displayed, showing you only the staff members that need to be accounted for and eliminating those off-site, out sick, or on vacation.

Additionally, gone are the days of searching for employee names. Instead, employees simply use facial recognition or scan their existing access cards at the tablet to be accounted for. With each staff member taking only one second to check in, you will achieve roll-call completion times you may never have thought possible.

WATCH VIDEO!
(1:31)

Savance mustering tablets allow employees to scan their access control credential to quickly be accounted for. This highly efficient and accurate method of roll call can potentially save you 10, 15, even 20 additional minutes when literally seconds matter. [Watch the video](#) to learn more!

Typical Roll-Call Process

INCIDENT OR DRILL
Evacuation is initiated and personnel exit your facility

STAGING
Personnel form a clear, orderly line and wait their turn to check in

CHECK-IN
Employees simply scan their card or their face at mustering tablet to be accounted for

COMPLETE ROLL-CALL
When all employees have checked in, the roll-call is complete

ALL CLEAR OR FURTHER ACTION
If the muster tablet indicates everyone has been accounted for, an all clear is given. If the tablet indicates certain people have not checked in, further action can be taken

Facial Recognition

With facial recognition – the next step in emergency mustering – the only credential you need is your own face

Facial recognition technology identifies individuals by analyzing unique facial features, enabling contactless and efficient identification. In emergency mustering scenarios, this technology can significantly streamline the roll-call process by quickly accounting for people with minimal human intervention. Its integration into mustering procedures helps ensure that no one is left behind during critical situations, while also minimizing manual errors.

How It Works in Mustering

When individuals arrive at a muster point, facial recognition will instantly scan and capture their facial data once the mustering device is directly pointed to the individual's face. The system matches the captured data with existing records, verifying the person's presence and automatically marking them as accounted for. This eliminates the need for physical ID badges or manual check-ins, making the process faster, more reliable, and even more hassle-free. Employees or visitors simply walk to the muster point, and the system takes care of the rest – removing delays often caused by manual input methods.

Advantages of Facial Recognition in Roll-Call

Speed: Facial recognition enables immediate identification, reducing the time it takes to complete a roll call. In emergency situations where every second counts, this rapid processing can be crucial for ensuring everyone's safety.

Accuracy: Human error in roll call processes – such as missed check-ins or misidentifications – is virtually eliminated. The automated system ensures that each person is identified and accounted for correctly.

Touchless: Since it's a completely contactless solution, facial recognition eliminates the need for touching surfaces or interacting with devices, which is especially beneficial for health-related emergencies or if an individual has forgotten their credentials.

Data Integrity: The system automatically logs data in real-time, providing a complete and accurate record of who has been accounted for at any moment. This reduces the possibility of discrepancies and ensures compliance with safety protocols.

NICOLE LATHLIN
Rod McGillivary Memorial Care Home

" After having a practice fire drill that showed absent staff still left in the building, the staff saw how important the Savance system was to account for them in emergencies.

Multiple Muster Points

Multiple muster points, if available, communicate with each other via WiFi or cellular connection

If your organization is a large company with a vast facility or campus, you'll most likely have multiple muster points that employees report to during an evacuation.

For this reason, Savance's mobile mustering tablets are able to connect via WiFi or cellular connection to update a staff member's accounted-for status across all tablets no matter which muster point they physically check in at.

For example, an employee in HR may be assigned to report to Muster Point 1 on the south side of a facility. If, during an evacuation, it is more convenient

for the staff member to report to Muster Point 3 on the north side, Muster Point 1's tablet will update to reflect that the member has been accounted for at Muster Point 3 once they physically check in there.

This unique and powerful feature allows you to account for all staff quickly and efficiently during even the most intense incidents which may reroute employees from their normal travel points.

BRIAN HARGREAVES
Captain/OIM,
Transocean Discoverer Inspiration

" My relief and I have both had emergency musters since the installation of the system, and on both occasions we had musters in under 10 minutes. One of those emergencies took place at 0200 in the morning and involved significant emergency response and the confusion that comes along with it. Still, muster was completed in about 8 minutes. If you would have told me this before the installation of the E-Muster system, I would have thought you were lying.

Factors to Consider for Tablet Communication

During an incident, your network may be up but WiFi may be down. Depending on the location of your muster points, WiFi connection may also not be an option. Either of these cases would affect the mobile mustering tablets' ability to communicate with each other.

If relying on the ability of the tablets to communicate, **we always recommend backup measures beyond relying on WiFi itself**. This may mean using a tablet equipped with a cellular connection or supplying a cellular hotspot device.

Cellular hotspot can typically be procured through your corporate cellular provider. Sometimes, hotspotting from a personal mobile device can also work in a pinch.

In the event of a tornado or an earthquake, you should also be prepared for cellular connections to be down. Additionally, it may be possible that, during a fire, your entire network may be down. **In these cases, we recommend two-way communication radios as part of your mustering kit.**

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Offline Mode

No network connectivity? No problem. Offline Mode allows you to conduct a full roll-call regardless of your connection.

By now you may be thinking, "In the event of an emergency, I can easily print out a list of 'in' employees via our access control system." However, in a time of crisis, is that a task you want or need to be focusing on when the clock is ticking? More importantly, what if your power or network goes down and you lose the ability to print the roster list you need?

One of the key features of Savance's Emergency Mustering software is its Offline Mode.
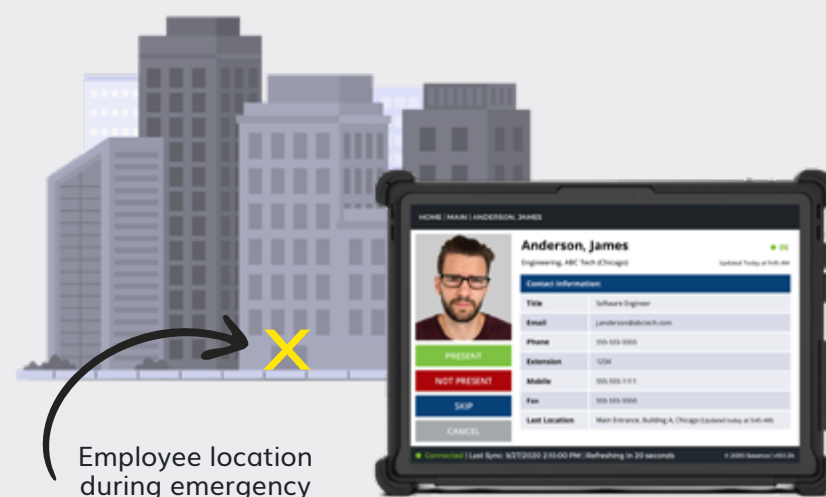
With Offline Mode, you never need to worry about an Internet, WiFi, or cellular connection to complete a roll-call.

In the event of a power or network outage during an evacuation, Savance Emergency Mustering will automatically initiate Offline Mode. This allows the software to capture a snapshot of the current roster list at the last known software sync (which typically occurs every 20 seconds). When you begin a roll-call in Offline Mode, you are able to complete a full roll-call without the requirement of any Internet connection.
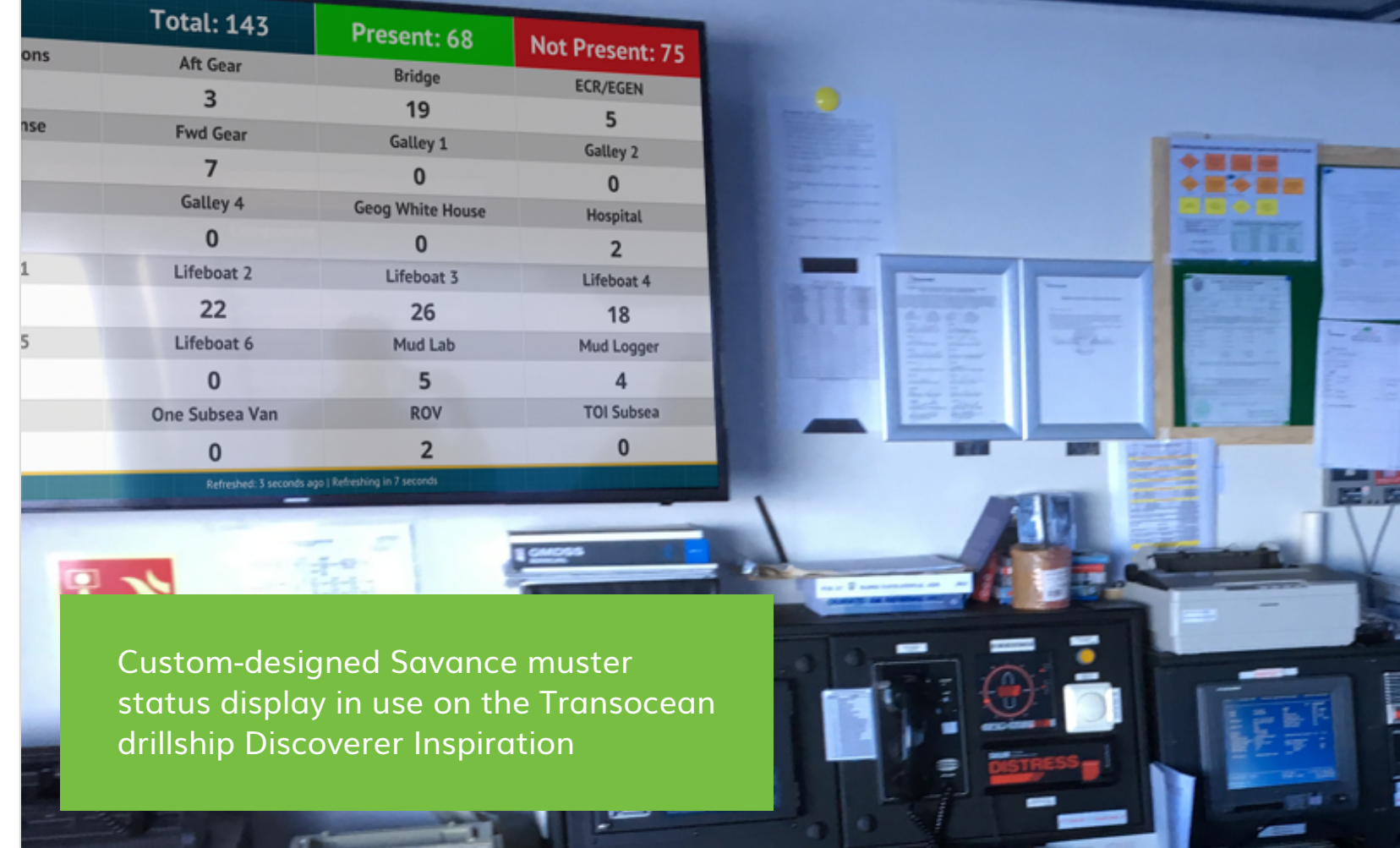
Offline Mode provides reassurance and guarantees that no matter the situation, you'll always have your active roster list at your fingertips and can safely account for all employees.

View a missing person's last known location

Savance Emergency Mustering can provide you with contact details and last known location of missing persons during a roll-call

Employee location during emergency

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Custom-designed Savance muster status display in use on the Transocean drillship Discoverer Inspiration

Mustering Displays

Especially useful for larger organizations, a custom status display will provide real-time muster status updates at a glance

Custom large screen status boards are designed to provide real-time muster status updates at a glance. Typically housed in a safe area, or even offsite, these large format displays allow you to monitor current roll-call information for a facility as it happens. This provides the benefit of letting offsite personnel coordinate efforts where they are needed most.

In addition to the large display boards, realtime roll-call information is always available via the Savance Workplace application.

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Mass Notifications & Alerts

Instantly send notifications and alerts over multiple channels to keep everyone informed during an emergency

Savance's Mass Notifications & Alerts system provides the ability to instantly inform affected parties, or your entire organization, of an emergency situation – as soon as it happens. **Send notifications via text message, email, internal notes, or all three**.

Utilize **two-way texting** to allow missing employees to confirm their status. If an employee is not safe, they are able to provide details of their wherabouts, allowing emergency personnel to quickly locate them.

✅ Send alerts to anyone or everyone

✅ Alert by SMS, email, note, or all three

✅ Pre-set alerts for faster emergency response

✅ Alert by contact, group, location, or status

✅ Two-way texting for incident status confirmation

Evacuate now!

ACTIVE SHOOTER ALERT. Seek immediate cover.

Company meeting in 5 min

Are you okay?

Quick Pick Messages

In an emergency, every second counts. Pre-set messages such as "Evacuate now!" or "Are you okay?" allow for maximum efficiency in letting everyone in your facility know of danger immediately.

Paper List +

While keeping an accurate muster list is highly recommended, it is not required. You can still reap the benefits of the Savance system by improving on your paper list process.

You might wonder how you can improve your safety and your mustering processes without having employees sign in and out of your facility. Perhaps you're concerned about too much of a cultural change, or access integration and/or kiosks simply aren't in your budget.

Configure Tablets to Display List of All Staff

Savance Emergency Mustering tablets can be configured to simply display a list of all staff, regardless of whether they are currently onsite or offsite.

If configured in this manner, the mustering tablet simply replaces your paper list of all employees.

The key benefit of replacing your paper list with a mustering tablet is that it allows you to drastically cut the time it takes to complete a roll-call.

By allowing employees to swipe an access card to check in or tap their name on the touch screen, you don't need to spend time searching for names or flipping through sheets of paper.

Since each employee takes only a second to check in and be accounted for, this method still allows for improved mustering completion times compared to your traditional paper process.

Once all employees have checked in, you will still find yourself in the same situation you would if using a paper sheet. You will inevitably have employees that have not been accounted for, and you will need to take the proper action to find out if they are simply out sick, off-site, on vacation, or stuck inside.

The good news is that you will have each employee's contact information at your fingertips via the tablet, allowing you to reach out via cell phone to try and verify the individual's status.

While this is not the ideal scenario, it is still proven to be much quicker and more efficient than a paper log when time is of the essence.

WHAT ABOUT VISITORS?

If your organization is like most, you have visitors and temporary contractors sign in on a paper sheet, capturing information like name, company, host, sign-in time, etc.

With the addition of Savance Visitor Management, you can convert your paper sign-in process to a digital one, while simultaneously integrating it with your Savance Emergency Mustering system.

Savance provides two methods for visitor check-in.

1 Manual visitor entry by front desk or security personnel

2 Self check-in kiosks for visiors to enter their own information

Each method allows you to capture information already gathered with your paper-list process.

Savance Visitor Management kiosks allow you to convert your paper sign-in process to a digital one while simultaneously integrating with your Savance Emergency Mustering system.

Savance Visitor Management allows you to replace your paper visitor log with a digital process that integrates seamlessly with Savance Emergency Mustering, allowing you to account for visitors during an emergency. Watch the video to learn more!

The **manual method** is typically configured to capture name, company, and host. It also automatically captures sign-in and sign-out times. Additionally, you can configure unlimited custom questions to gather information such as 'Are you a U.S. citizen?', or 'Reason for visit?'. Photo capture is also an option.

Self-service kiosks allow you to take the check-in process one step further by allowing visitors to scan an ID, review and sign documents, and watch a welcome, safety, or training video. Visitors may also opt to sign up for facial recognition.

Alert Host of Visitor Arrival

Upon check-in completion, a text message and/or email can be sent to the host, notifying them that a visitor has arrived to see them.

Automatic Badge Printing

Each visitor check-in method allows you to print a visitor badge that can be worn on a shirt or placed in a plastic label holder with a lanyard.

Real-Time View of Visitors at All Times

With Savance's realtime system, you'll always have a view of visitors signed-in and out across multiple locations. An easy-to-use reporting engine also allows you to pull visitor reports on-demand.

WATCH VIDEO! (2:17)

Making a Statement

Making safety and security look great, Savance's fully customizable kiosks allow you to make a statement in your lobby.

Savance's in-house design team works directly with you to design kiosk screens and matching podium decals (if applicable) to create a custom, branded look that is sure to impress visitors and contractors alike.

As an added benefit, security and safety auditors will immediately know that you take safety and security seriously when checking in on your custom kiosk.

Read more about our customization process here.

Savance's podium kiosks make an impressive statement in any lobby, while simultaneously letting visitors and contractors know that you take safety and security seriously.

Access Integration

Savance's access control integration also allows you to issue visitors and contractors access control credentials, assign access levels, and expiration dates directly from the Savance interface.

After an access card or a barcode (e.g. on a visitor label) has been issued, visitors and contractors are able to sign in and out in the same manner as employees, via access control swipes at the doors or at kiosks. This reduces the need for visitors and contractors to check in at the visitor kiosk or desk day after day if they are onsite for a week, month, or even a year.

Visitors are added to your emergency roster upon check-in

Accounting for Visitors

Because Savance Visitor Management integrates seamlessly with Savance Emergency Mustering, visitors and contractors are added to your active emergency roster upon check-in.

During an evacuation roll-call, you'll have an accurate list of all staff, visitors, and contractors that need to be accounted for.

If a visitor has been issued an access credential, they can use it to be accounted for at a mustering tablet in the same way that an employee can: by swiping their card/barcode. If they registered for facial recognition, they can simply scan their face.

If a visitor has not been issued an access credential or registered for facial recognition, the person taking roll-call can find the visitor's name and mark them present manually.

Just like with staff, when a visitor signs out, their name is removed from the emergency roster so that you do not spend time and resources trying to account for someone who is no longer onsite.

CASE STUDIES

Explore the following case studies to see how Savance has helped organizations similar to yours significantly improve their emergency accountability processes

AMERICAN PACKAGING

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WESTMORELAND MINING

ARIEL CORPORATION

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START NOW

Now that you've seen the dramatic improvements Savance Emergency Mustering can help your company make when it comes to staff and visitor emergency accountability, you may be ready to make the switch from your dated paper processes to a Savance system driven by technology.

So how do you get started?

The first step is contacting Savance Workplace to schedule a discovery consultation. During this call we gather information about your current mustering process as well as your needs and requirements.

We use this information to set up a free, tailored web demonstration to show you how the product can transform your emergency management capabilities.

The Savance Workplace sales team is available M-F 9AM-6PM ET, and by appointment anytime upon request.

We truly look forward to hearing from you, helping you improve, and earning your business.

Stay safe!

WHAT IS SAVANCE WORKPLACE?

Custom-branded and fully customizable electronic solutions to optimize the workplace and solve *REAL* business problems. Solutions can be completely stand-alone or fully integrated with each other - as well as with any access control system

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