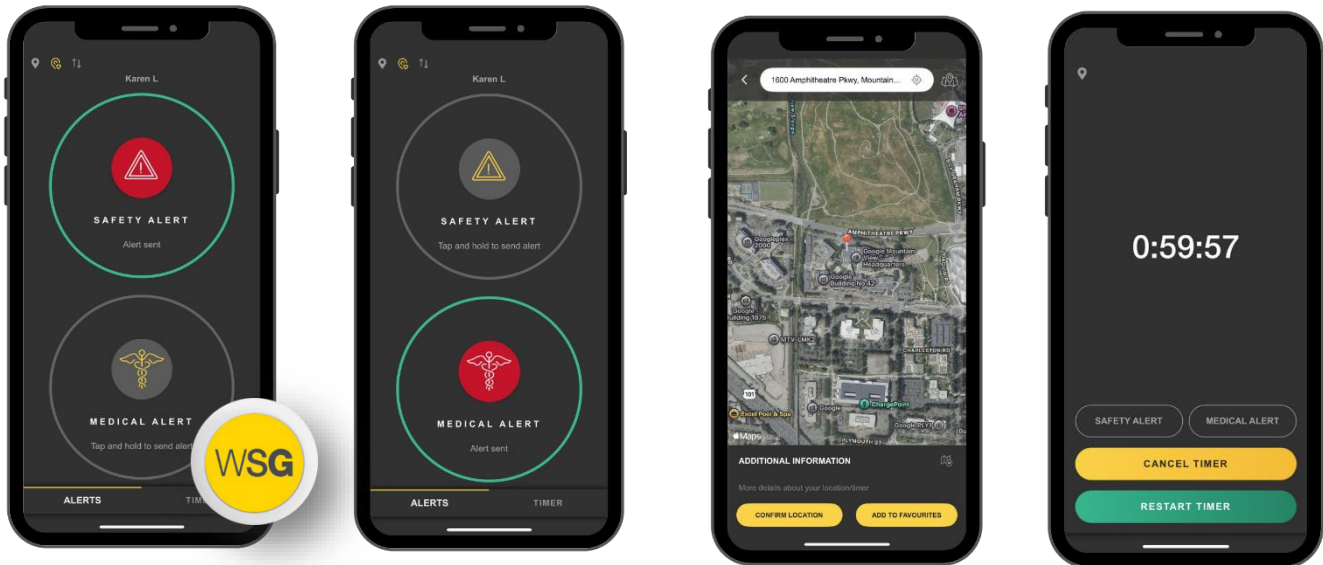


What is an Escalation Contact?

Your organisation is now using the WorkSafe Guardian (WSG) Lone Worker Safety App, which is a smartphone app designed to provide security assistance for employees who are working alone, working from home and/or working in remote areas.

Features of the WSG App



- Activate **Safety** or **Medical Alert** (press & hold 3 seconds).
- Use **Voice Commands** to activate (iPhone only)
- Optional paired Bluetooth button to trigger safety alerts.
- **Welfare Countdown Timer** - specify location, extra details and duration on site to start the timer.
- Reminders to check in, **missed check-in** creates alert
- **Safety Shake** – shake phone to activate safety alerts.

24/7 Emergency Response

WorkSafe Guardian has partnered with Noonlight who deliver a comprehensive 24/7 professional monitored emergency response system specifically designed to address lone worker safety, with services that work across all 50 states. Their certified call centers and agents are ready to respond and route critical information directly to 911 dispatchers and first responders, ensuring efficient and accurate emergency support for WorkSafe Guardian app users when they need it!

What is my Responsibility?

Each WSG App user is assigned a set of contact people in the organisation known as Escalation Contacts. Most often these are managers, supervisors or team leaders who are likely to know key information about the employee i.e., their roster, expected work locations, premises they may be visiting etc.

As an Escalation Contact you will be informed when a WSG App user has triggered an alert that is being handled by Noonlight Agents. An SMS message will be sent to your registered cell number in the following situations:

- A user triggered an alert accidentally, spoke with Noonlight Agents and confirmed a false alarm. Alert is cancelled.
- A user triggered an alert, Noonlight Agents confirmed their safety and the alert is closed.
- A user triggered an alert, they either requested help or were non-responsive and Noonlight Agents escalated to request assistance from a PSAP such as 911. The last known address, date and time will be included.

This information could be used to determine if any internal follow up action is required on behalf of the organisation based on the circumstances of the alert.

An Event Report may be requested by emailing: support@worksafeguardian.com.

If outside of business hours the report may be sent the following business day.