


5 Essential Steps to Choosing Your Workplace Panic Alarm System

Employers are legally responsible under Health and Safety legislation to provide safe working environments for their staff and for visitors to their premises. One way of achieving this is to install a panic alarm system, also known as a duress alarm system.

The following 5 essential steps will help you to select a panic button that meets the needs of your organization.



*Roughly two million Americans are victims of workplace violence each year.**



*In the UK, 642,000 incidents of violence at work were recorded in 2016/17.***

STEP 1: Assess your organization

All businesses should evaluate the level of risk and vulnerability in their working environment(s) and determine if a panic button is needed.

Here are some examples of organizations that are highly likely to benefit from a panic alarm system:

Healthcare providers:

Patients can become violent and aggressive or suddenly ill in a one-to-one consultation. Having a quick and effective means of raising assistance is essential for the health and safety of both consultants and patients.

* Bureau of Labor Statistics Census of Fatal Occupational Injuries (2014), statistics sourced at <https://www.osha.gov/SLTC/workplaceviolence/>

** Crime Survey for England and Wales (2017), statistics sourced at <https://www.hse.gov.uk/Statistics/causeinj/violence/index.htm>

Government agencies:

Council offices, libraries and other government offices have front-line staff that deal with the public on a day-to-day basis, often handling complaints and enquiries. Violence and aggression can escalate quickly in these situations. Having a duress system in place can reduce the frequency and severity of such incidents.

Education providers:

A teacher is often the only member of staff in a room full of students for which they are responsible. A panic alarm system can raise support in the event of the teacher or a student becoming ill, or in an incident of violence and aggression.

Public-facing businesses:

Receptionists and front of house staff deal with the public every day. That means dealing with rude, aggressive and sometimes threatening and confrontational behavior. Installing a duress alarm can prevent incidents of violence and aggression, reduce the severity of incidents and provide peace of mind to staff on the ground.

Always work with your health and safety lead to establish your organization’s requirements.

Business benefits of installing a panic alarm system:

- Creates a safe working culture and peace of mind for employees.
- Fewer incidents of work-related injury and ill health caused by violence and aggression.
- Can help to meet ISO 45001 certification requirements.
- Can reduce insurance premiums.

STEP 2: Wall-mounted vs. software-based system

Panic alarm technology is rapidly evolving. You can choose to install a traditional wall-mounted system or opt for a software-based system:

	Wall-mounted	Software-based
System type:	Hardwired into your establishment’s phone line.	Installed on your network and mobile devices or cloud-based software which requires an internet connection.

<p>Ease of access to alarms:</p>	<p>Alarm installation points are limited by the physical infrastructure of the premises.</p> <p>A person must be located next to the button in order to raise the alarm.</p>	<p>Employees can access the system wherever they are via desktop/laptop/mobile.</p>
<p>Installation, testing, updating and expansion:</p>	<p>Costly, requires regular maintenance, and disruptive to day-to-day operations.</p>	<p>Low installation costs with minor operational disruption.</p> <p>Scalable — can easily grow with your business and be updated with minimal cost and disruption.</p>
<p>Communication system:</p>	<p>Networked to a central monitoring station that then alerts responders.</p> <p>Only available to a core of responders —risk of unalerted staff walking into a vulnerable situation.</p> <p>Radio/pager-based communication — risk of alerting the assailant to the response plan.</p>	<p>Responders alerted directly and immediately, reducing response times.</p> <p>All personnel have access and can respond. Reduces the potential for staff to walk into a dangerous situation.</p> <p>Discreet on-screen communication — a fully coordinated response that provides reassurance to the employee in distress without alerting the aggressor.</p>
<p>Alert location intelligence:</p>	<p>Identifies the room/zone in which the alarm has been raised.</p> <p>Details delivered to responders via the monitoring center.</p>	<p>Desktop software can identify the room/zone, and coordinates.</p> <p>Mobile apps utilize GPS for exact, real-time location.</p> <p>Details delivered to responders directly and immediately.</p>

STEP 3: Audible vs. silent alarm

An audible alarm system can be useful if other people in the area, such as members of the public, need to be aware of the threat. However, it also alerts the assailant, which can quickly escalate a situation.

A silent alarm is discreet, so the threat is unaware that an alarm has been raised. Responders can calmly walk into a situation to assess the level of response needed before the threat is aware of their presence.

STEP 4: Level of alert detail required

Wall-mounted systems are limited in that they cannot alert responders to the nature of the incident. Software-based alarms have the technology to address this. Using on-screen options, the person raising the alert can select the type of emergency that they are reporting. This helps your team to coordinate the most appropriate response in the shortest time possible.

Manufacturer alert options vary, but typically include:

- Generic alert
- Man-down
- Shooter
- Medical emergency
- Police response.

Also consider how you want an alert to display. Visual alerts that take over your screen cannot be ignored and immediately make the workforce aware that an incident is taking place. On screen alerts mean that you can list the location of the incident, helping save precious time in an emergency.

STEP 5: Level of response required

Internal only:

Your risk assessment may reveal that you only require a local response. This has the advantage of quick deployment, without drawing unnecessarily on emergency services. Your organization can follow its own policy on when to alert emergency services once the local response has been deployed.

External security team/emergency services:

This is slower than a local response and provides a high-level response in all situations. In a low-risk environment this can be an unnecessary deployment of high-cost resources.

Internal with external back-up:

Some software-based systems allow the user to install the license onto an external security team's devices. With real-time reporting, this means your organization can escalate a response if appropriate.

How can Little Green Button help me?

[Little Green Button](#) is the trusted, reliable panic alarm solution. Our products are used by over 2000 organizations worldwide, and we have been helping to create safe working environments for over a decade.

The Little Green Button that sits on your PC screen

The original on-screen panic button is the reliable and cost-effective system for healthcare, government, education and business environments. Designed for office-based situations, the Little Green Button can be discreetly activated to request immediate assistance from colleagues.

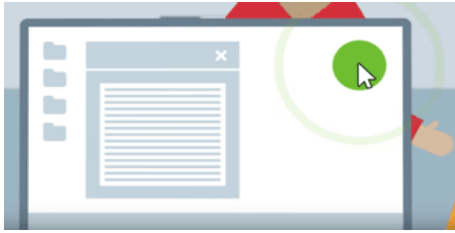
How the system works:

1. The on-screen duress icon



The Little Green Button icon discreetly sits on your desktop or mobile screen. When a member of staff feels threatened or vulnerable, support is a double-click away. Optional panic button hardware is also available.

2. The duress alert is raised



A double-click on the icon raises the duress alarm, alerting everyone within your organization via the on-screen live communication system.

Mobile app — uses mobile data to provide exact, real-time location.

Desktop software — allows users to pre-set their location and add map coordinates.

An audible alert option is available, should you require it.

3. A responder clicks to accept the call.



Often a quick and calm response from someone close by is all that's needed to diffuse a situation. For higher-risk environments, there's the option to escalate the alert to an internal or external security desk.

Why choose Little Green Button?

- ✓ Protects staff for an affordable price.
- ✓ Easy to install and use.
- ✓ Reliable and trusted.
- ✓ Workforce peace of mind that should they need it, help is just a double-click away.
- ✓ Alerts can be raised and received, even without an internet connection.



The Little Green Button is simply brilliant. Easy to install and operate and gives frontline staff reassurance that if assistance is ever needed, a quick click on the computer screen sends an instant message to all the team who are there in a flash. Very highly recommended.

Lucy Wright - Customer Service Manager, Wyre Forest District Council

**SIGN-UP FOR A
FREE TRIAL**

- Access to all features
- 21-day free trial
- No credit card required