

## Staff Duress Solution for Hotels

### Uncompromising safety and security where it really matters



To attract and retain great employees, hotel managers must provide a safe working environment. However, some staff members are particularly vulnerable to violence and abuse because their job requires them to work alone in guest rooms, public washrooms or parking garages. A *staff duress system* can mitigate the risk to lone workers by giving them a way to quickly summon aid before incidents spiral out of control.

The DCC Staff Duress Solution, exclusively from Panasonic, features discreet, wearable devices that employees can use to call for help with the push of a button. When the life safety alert platform receives a distress call, it identifies the employee, pinpoints their exact location, and sends an alarm message to security personnel. The automated alert system offers convenient

message distribution by SMS, push notifications, automated voice calling, desktop alerts and email, along with comprehensive reporting and data analysis tools that make it easy for managers to review safety monitoring activities.

#### Benefits

Hotel managers that implement a staff duress system have found that it not only helps to achieve better outcomes when an incident occurs but also acts as an effective deterrent against abusive behavior. The presence of the system can be very reassuring for employees, who feel safer and more appreciated by management. Not surprisingly, this contributes to better morale, less workplace stress and a lower turnover rate.

**Confident, secure employees tend to have more genial interactions with guests, which helps to reinforce the hotel's brand and improve its reputation.**

Hotel operators may also use a staff duress system to comply with regulatory and contractual obligations such as local panic button laws, collective bargaining

agreements and franchise operating standards, including the American Hotel & Lodging Association (AHLA) 5-Star Promise to enhance employee safety. Hotels in any jurisdiction may avoid costly lawsuits and fines just by operating a staff duress system because it is now considered an industry best practice.

#### Why Panasonic?

The DCC Staff Duress Solution is easy to use and doesn't require special training. It features a dedicated, self-healing wireless network that's designed to work everywhere in a building, including dead zones, so it can always determine the exact room and floor from which a call originates. The system delivers highly reliable operation, thanks to built-in redundancies, a supervised network and battery backups in case of power outage. Offering tight integration with many third-party applications and platforms, DCC Staff Duress is also highly scalable and easier to deploy than other systems.

