



The State of **Emergency Response:**

Study Results & Best Practices

Research-based insights reveal what emergency response capabilities enhance readiness levels and the safety of employees, visitors, and assets.



SECURITY
MANAGEMENT



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About the Study

Emergency preparedness and response is a critical aspect of facility management that every business should take seriously. While different sites may have varying levels of risk, having consistent emergency response procedures can help enhance readiness levels and capabilities. To gain insights into the current landscape, Security Management Research and iLobby partnered on a research project to analyze how emergency management approaches affect preparedness and response capabilities. The research aimed to establish a baseline of current practices in emergency response and identify key factors that can enhance readiness levels.





PART 1

Where Emergency Response in the Workplace Stands Today: **Study Results**

In Part 1 of our study, we established a baseline of current emergency response capabilities based on responses from over 200 security professionals.

Emergencies Are Inherently Chaotic

That's why the discipline of emergency preparedness is so important. This research delves into the processes and capabilities companies employ to ensure all people at a facility — staff, visitors, contractors, and others — know what they should do to be as safe as possible.

Evacuation Plans & Procedure Training

In the event of an emergency, such as a fire or natural disaster, everyone in the organization needs to know how to evacuate safely and quickly — including visitors, contractors, and temp workers. Proper training can help ensure that everyone knows what to do and can help prevent injuries or fatalities.

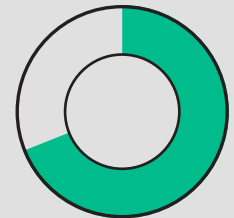
Moreover, many authorities and regulatory agencies require that organizations have evacuation plans and that everyone in the organization is trained on them. Failure to comply with these regulations can result in costly fines or other penalties.

Nearly half of companies do not have a policy to train non-employees on evacuation procedures.



48%

Do not provide evacuation training to visitors, contractors, or temp workers.



59%

Have internal focus to improve emergency processes.

Key Insight:

A significant number of companies (48%) do not have a system or policy to train visitors, contractors, or temp workers on evacuation procedures. However, most companies (59%) do have an internal focus to improve emergency evacuation processes overall.

One survey question asked respondents if their company had a policy in place to train visitors, contractors, or temporary workers on a site's evacuation plans and procedures. Respondents were pretty evenly split; 52 percent said their company had such a system or policy in place and 48 percent did not.

The survey also asked respondents — who overall are overwhelmingly security directors or managers — if they had an internal mandate to improve emergency evacuation process and evacuation times. The split on this question was 59 percent who said they did, and 41 percent saying they did not.

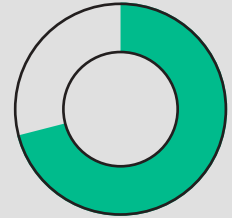
Roll Call & Mustering

Roll call and mustering help ensure that everyone is accounted for during an evacuation. By knowing who is present and who is missing, emergency responders can focus their search and rescue efforts on the right areas. This can help ensure that everyone is safely evacuated and that no one is left behind.

Some authorities and regulatory agencies require that organizations have an effective roll call and mustering system in place as part of their evacuation plan. Failing to comply with these regulations could result in additional fines or penalties.

Alerts & Communication

Having an effective alert system in place ensures that everyone in the workplace is aware of the emergency and knows what



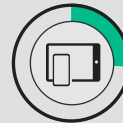
61%

of companies cannot monitor live status of staff during an evacuation.

A Significant Portion of Companies Still Use Manual Pen & Paper to Manage Mustering Processes



44%
Pen & paper



26%
Spreadsheet



20%
Web / Mobile App



10%
Other Methods

Key Insight:

Almost 50% of companies still manage emergency evacuation and mustering processes through a pen and paper, which likely explains why most companies cannot monitor the live status of staff, visitors, and contractors during an evacuation.

actions to take. Alert systems should be easily heard or seen from all areas of the workplace and should be tested regularly to ensure that they are functioning properly.

In addition to alert systems, effective communication is also essential during an evacuation. Communication can take many forms, including announcements over a public address system, text messages, emails, or other means of communication. Clear and concise communication is important to ensure that everyone understands the situation and knows what steps to take.

Modern Tools & Advanced Capabilities

Advanced capabilities in emergency response, such as real-time headcount, live status monitoring, digital communication, and digitized mustering, are becoming increasingly important for organizations to have in place. These capabilities can significantly improve emergency response efforts, increase safety for employees, and reduce the risks associated with emergency situations.

Having these advanced capabilities in place can also significantly reduce the time required to account for employees and initiate appropriate responses. This can be particularly important in situations where time is critical, such as in the case of a fire or other emergency where rapid response is necessary to ensure the safety of everyone involved.

The Most Common Communication Methods in Emergency Evacuations:



68%

PA Address System or Alert Siren



49%

Email or Text Messages



47%

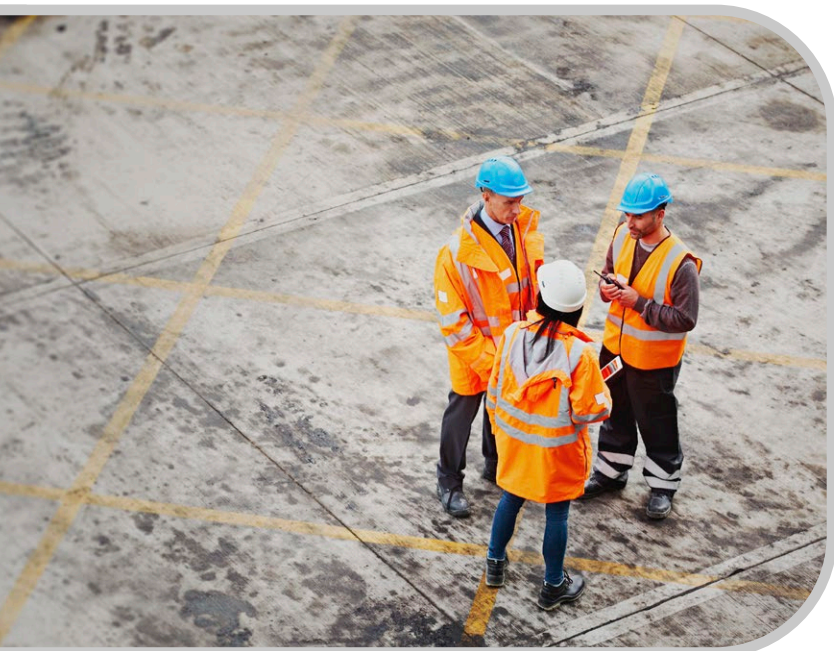
Manual Announcements



Stay Prepared and Stay Safe

Effective emergency preparedness is critical for organizations to ensure the safety of their employees, visitors, contractors, and others. Emergencies can be chaotic and unpredictable, and having well-defined processes and capabilities in place can make all the difference in how an organization responds to an emergency situation.

Ultimately, the safety of all individuals within a facility should be the top priority for any organization, and having a robust emergency preparedness plan is a critical component of achieving that goal.



Electronic Communication is the Most Common Advanced Emergency Response Capability.



40%

Can communicate electronically with staff, visitors, and contractors



36%

Can monitor live status during evacuations



35%

Can Provide Real-Time Headcounts



24%

Have a digital method to manage evacuation and mustering

Key Insight:

By investing in advanced capabilities such as real-time headcount, live status monitoring, digital communication, and digitized mustering, companies can improve their emergency response efforts and minimize the impact of emergencies on their operations.



PART 2

Best Practices for Improving Emergency Response Confidence: **Cross-Analysis**

In Part 2 of the study, we determined which security practices and capabilities were most strongly correlated with an increase in emergency response confidence.

New Capabilities Are Critical to Safety

Most companies know that to enhance emergency response efficiency and effectiveness, it's crucial to invest in new capabilities and technologies. In our research, we wanted to know which capabilities would provide the highest increase in emergency response abilities and confidence.

To identify the most impactful capabilities for emergency response, we asked companies to rate their confidence in responding competently and promptly to emergencies on a scale of one to ten. By segmenting these ratings according to specific capabilities, we were able to pinpoint the areas with the greatest impact on emergency response confidence.

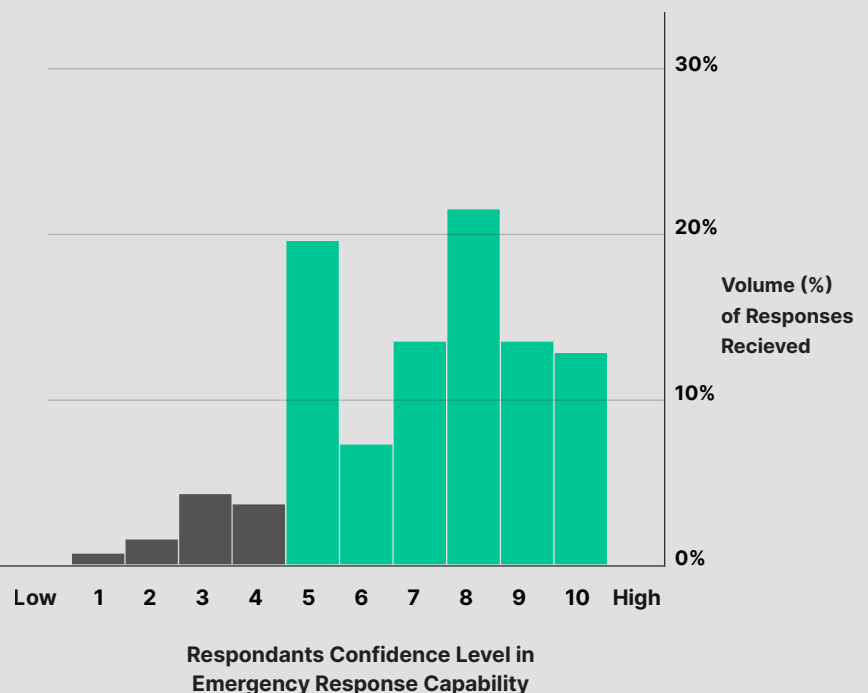
We Asked:

On a scale of 1-10, how confident are you that your company can respond quickly and competently to an emergency?

▼
7.0 /10
Average

Key Insight:

Only 10 percent had less than a medium confidence, however a significant portion of respondents scored a 5 out of 10 in confidence, indicating widespread uncertainty regarding emergency response capabilities.



Enhance Emergency Preparedness with EmergencyOS from iLobby.

Emergency situations can happen at any moment, and it's crucial to have a reliable emergency management system in place.

That's where EmergencyOS from iLobby comes in. This comprehensive system assists organizations with emergency preparation by providing digital oversight of evacuations and drills, from start to finish. The system monitors speed and efficiency, generates reports, and helps organizations identify areas that require improvement, including any bottlenecks or challenges that may arise during the evacuation. Moreover, the detailed reports can serve as proof of drill completion for local compliance officers.

EmergencyOS extends emergency communication beyond what's standard today by integrating with your guest check-in systems, allowing visitors & contractors to also receive important mass notifications. With features such as real-time alerts and two-way communication, EmergencyOS ensures that your emergency response team is always prepared to handle any situation that arises.

Key Insight:

Companies that can remotely access a list of on-site visitors displayed the highest overall confidence, while those who were able to communicate with all on-site personnel via digital channels saw the highest marginal increase in confidence.

Which capabilities yield the highest emergency response confidence?



+22.6%

With Remote Access to a Visitor Log (6.4 vs. 8.1)



+27.3%

With Real Time Headcounts (6.1 vs. 8)



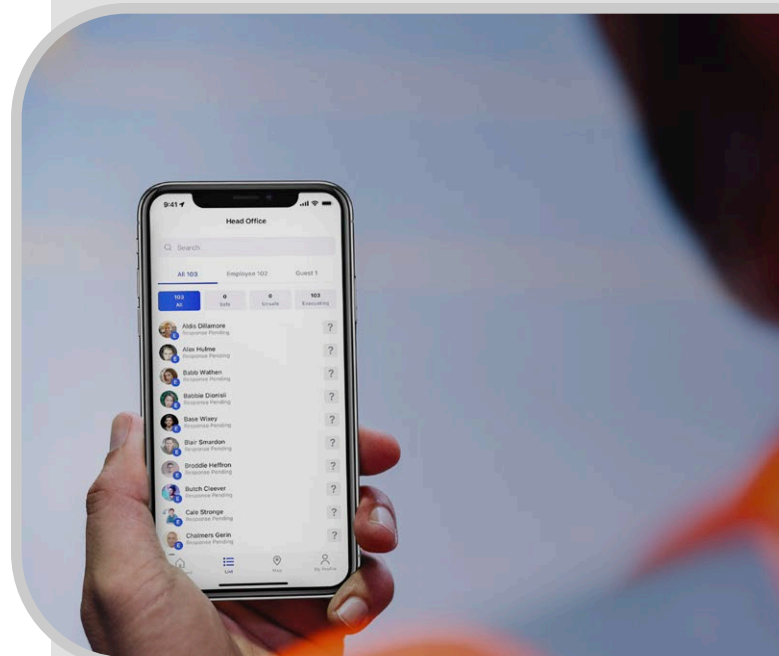
+21.2%

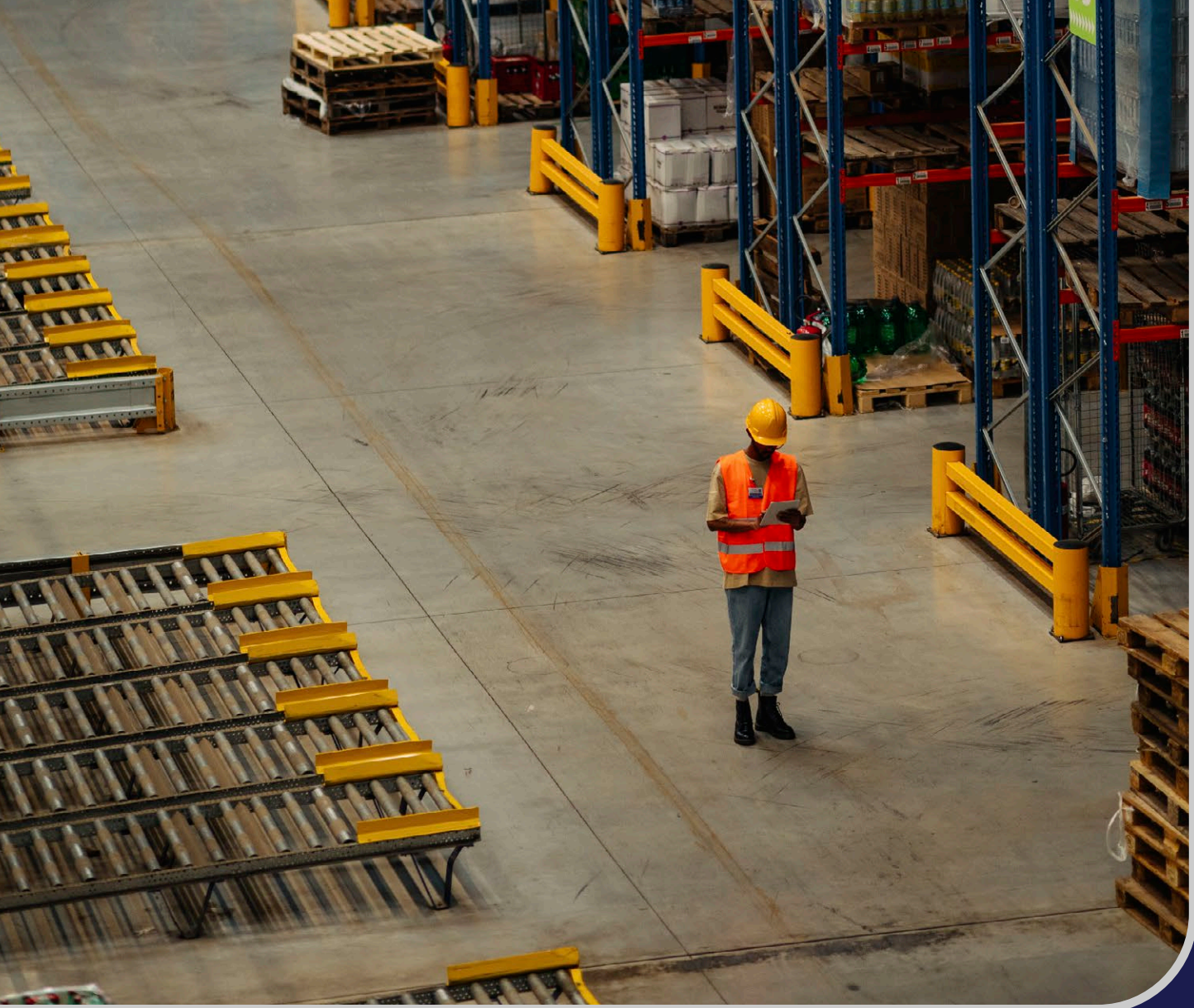
With the Ability to Monitor Live Status (6.4 vs. 7.9)



+27.5%

With Direct Digital Communication (6.0 vs. 7.9)





Methodology

Security Management Research and iLobby co-developed a survey to study security practices related to emergency management. The survey was promoted to ASIS International members and customers via email, social media channels, and in email newsletters in late 2022.

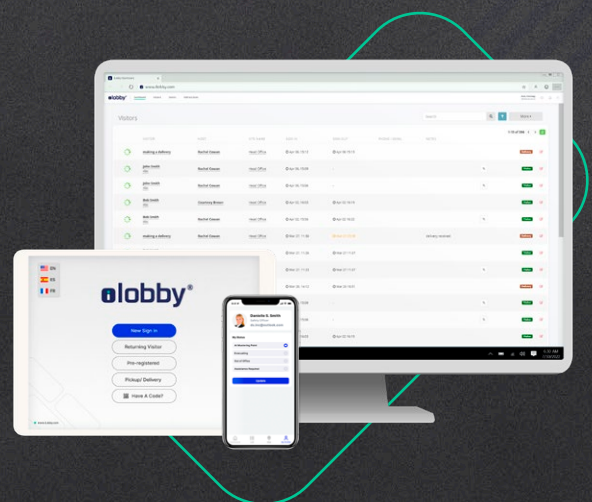
Researchers used Survey Monkey to collect answers to 24 questions, including four demographic questions. The survey garnered 261 responses, though not every respondent answered every question. Demographics, including industry, job title, and company size were consistent with other research Security Management has conducted in the past 24 months.



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About iLobby

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