Best Practices for implementing Safety Buttons

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Agenda

- Overview of requirements
- Key jurisdictional differences and what they mean
- Key technology differences – understanding the difference for your hotel
- Lessons learned that can help with implementation of safety buttons
- Key practices for ongoing “maintenance” of safety culture at your hotels.
Recent focus of #MeToo in hospitality

Dominique Strauss-Kahn
Former Director of IMF - allegedly assaulted housekeeper at hotel in 2011 & led to use of safety buttons in NY & beyond.

~10K HOTELS
Current cities/states subject to union/laws

DC
Chicago
Seattle
Sacramento
Miami Beach
Long Beach
Oakland
New Jersey
Illinois
Washington

24 BRANDS
Commitment to have Safety Buttons in U.S. hotels by 2020

DC
Seattle
Sacramento
Miami Beach
Long Beach
Chicago

States:

Led to laws & union requirements

Led to brand commitments

Key jurisdictional differences - and what they mean

- “immediate on-scene assistance” vs. “employee’s location”
- Who's covered? Housekeepers, room service attendants, janitors, security personnel
- Who can respond? Managers vs. "any appropriate staff"
- Fines: some have them, some don’t
- Signage – may be required
- Policies – some require, some don’t – Chicago Lessons.
Technology differences

<table>
<thead>
<tr>
<th>Technology</th>
<th>Accuracy</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>LoRa</td>
<td>depends</td>
<td>15km</td>
</tr>
<tr>
<td>RF</td>
<td>&lt;10m</td>
<td>200m</td>
</tr>
<tr>
<td>BLE</td>
<td>&lt; 8 m</td>
<td>&lt; 75 m</td>
</tr>
<tr>
<td>WiFi</td>
<td>&lt; 15 m</td>
<td>&lt; 150 m</td>
</tr>
<tr>
<td>GPS/Cellular</td>
<td>5-20m</td>
<td>global</td>
</tr>
<tr>
<td>Ultrasonic</td>
<td>&lt;5m</td>
<td>10-20m</td>
</tr>
</tbody>
</table>

Implementation lessons – before Installation

- Communication
- Know your build
- Know your technology
- Know what to do if guest in room
- Know what to do for DND’s
- Know who will be on site
Installation lessons

- The day off:
  - Who needs to be on-site?
  - Who needs to be available?
- Know what to do if guest in room
- Know what to do for DND’s
- Testing? How do you assess?

Ongoing safety culture lessons

- Training, Training, Training
- Ongoing Testing
- Culture
- Conversations
- Did I mention training?
THANK YOU!

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