

blacklinesafety

REAL-TIME MONITORING, REAL-TIME PROTECTION



SAFEGUARD YOUR TEAM ... ANYTIME, ANYWHERE

When an incident occurs, every second counts. By linking your Blackline connected safety devices with our 24/7 live monitoring service, no call for help goes unanswered.

Our professionally trained agents are there round-the-clock to manage a range of device alerts—from receipt through to resolution.



INCIDENT ALERT

• manual SOS • high gas • high gamma
• fall detected • missed check-ins



ALERT RECEIVED



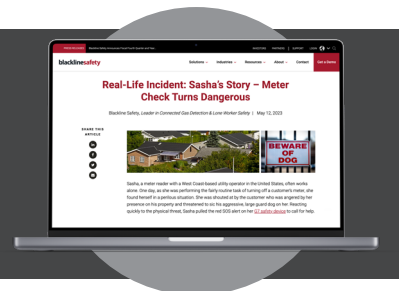
HELP SENT

- ✓ Alerts received in Blackline Live in under two seconds
- ✓ Alerts responded to by monitoring agents in fewer than 60 seconds
- ✓ Quick escalation to local emergency services if required

CASE STUDY

24/7 MONITORING PROVIDES FAST RESPONSE WHEN METER CHECK TURNS DANGEROUS

Lone workers are the most vulnerable workers, with 44% reporting they feel unsafe and 20% struggle to get help after an incident.* [Read](#) the real-life incident of what happened to Sasha when threatened by a hostile residential customer.



* National Safety Council, Injury Facts, 2023.



Advanced Accreditations

We maintain the highest industry standards for lone worker protection, reinforced through rigorous audits and certifications.

[LEARN MORE >](#)



Maximize Safety!

Boost live monitoring effectiveness by adding communication options to your device. Options like **two-way voice** or **mass text messaging** can streamline incident response.

SUPPORTING YOUR TEAM

24/7 live monitoring is available via Blackline's in-house, five-diamond certified Safety Operations Center (SOC) or one of our global Alarm Receiving Centers (ARCs). Full end-to-end monitoring services include:

- ✓ Customizing emergency response to your company protocols.
- ✓ Conducting regular tests for device audits, with the option to incorporate more advanced drills upon request.
- ✓ Supporting and training your employees, ensuring they know how to respond promptly during incidents.
- ✓ Assisting in incident investigations by delivering critical information to support post-incident reviews.

PREPARED FOR ANYTHING

Our team is ready to respond even in the most challenging circumstances, such as environmental disasters, power outages, or global pandemics. Our advanced systems ensure continuous monitoring, including:

- ✓ Dual back-up internet connections
- ✓ Redundant power supplies and mobile monitoring equipment
- ✓ A secondary location for uninterrupted service
- ✓ Support for 20 languages, ensuring clear communication with all team members

FIVE DIAMOND POINTS OF EXCELLENCE

Our SOC adheres to the highest industry standards, including the prestigious **Five Diamond Points of Excellence** certification, which represents our commitment to:

- ✓ Random inspections and quality criteria standards
- ✓ The highest levels of customer service
- ✓ Ongoing education and testing with 100% of agents certified using the TMA online training series.
- ✓ Raising the industry standards through TMA membership and participation
- ✓ Reducing false dispatches

The
Monitoring
Association



**FIVE DIAMOND
MONITORING
CENTER**



blacklinesafety

Ready to take your safety to the next level?

165,000+
workers
protected

75+
countries

60,000+
monitored
devices

8+ million
alerts
responded to

250+ billion
data-points

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