

blackline

SAFETY OPERATIONS CENTER



Monitor Employee Safety without Sacrificing Productivity

Best-in-class, turn-key safety monitoring

Your supervisory personnel, including managers and team leaders have a valuable job—keeping your business moving forward—in a safe manner. Some organizations have great success with use of these roles to monitor the safety of employees working alone. Although effective, this approach has the potential to impact business productivity while potentially suffering a reduction in availability at all hours.

Available in Canada and the United States, Blackline's Safety Operations Center solves this problem with a best practice, industry-leading service that allows your supervisor roles to focus on your business activities.

Our Safety Operations Center is more than a traditional call center and is staffed with trained monitoring agents focused exclusively on safety-related activities. All safety alerts are managed from receipt through to resolution in an efficient manner according to your custom emergency response protocol. To help your business stay focused and productive, Blackline's monitoring agents are able to assist employees who have generated a false alarm with an in-the-moment training refresher.

If required, Blackline's monitoring agents have the infrastructure required to escalate to local 9-1-1 services based upon direction from your organization and according to emergency response protocols. Blackline's monitoring agents make use of live language translation when required to ensure that nothing gets in the way of managing the life cycle of all safety alerts efficiently and comprehensively from receipt through to resolution.



Around-the-clock Monitoring

Our team is ready to respond when your team may not



Translation of 200 Languages

Language barriers can't get in the way of life safety



Emergency Escalation to Local 9-1-1

We're not a call center and can escalate to local authorities when needed



Custom Emergency Response Protocol

We manage safety alerts according to your specifications



Trained Professionals

Our team is trained in first aid, H2S Alive, WHMIS, MSDS and understands safety monitoring better than anyone



In-house Infrastructure

We have a dedicated team standing by, not an out-sourced call center