

Maintain Service Levels While Reducing Employee Risk to Covid-19



“Everbridge has saved us a great deal of time and made compliance seamless.”

- Jennifer Diruzza, VP of Finance and Operations, Ultra Services, Inc. (USI)

The Covid-19 pandemic continues to pose many challenges to business service companies; specifically, how can service standards be maintained while simultaneously keeping workers safe?

At the beginning of the pandemic, USI employees had to manually complete health check forms on paper, then receive temperature checks at “strategic” centralized locations. Then, their results had to be reviewed and approved by management on a case-by-case basis. This happened every morning before employees were dispatched for each and every job. Needless to say, this was a cumbersome and inefficient process.

USI then updated their processes to have employees remotely answer Covid-19 screening questions by email, to then be reviewed by the operations team. This saved time for the employees but added 2-3 hours of verification for the operations team, and still was riddled with procedural gaps and other inefficiencies. For example, there was no way to track who completed the surveys and who didn't. This cost the company money in lost billable hours during a

pandemic that was already impacting their bottom line. The daily routine was also hindering the staff's ability to keep up with other instrumental operational tasks and procedures. Yet, this was the most important task of the day. Failure to identify anyone heading into a commercial space or health facility who may potentially be showing signs of COVID-19 would not only be a failure to meet Duty of Care regulations and put lives at risk, but also cost the company in financial fines and cause other loss of revenue, dissatisfy customers, and ultimately seriously impact their business reputation.

USI needed a way to reduce the time it took to account for the safety and health of all employees and produce an assurance to customers that USI was doing all it could to uphold their responsibility to help prevent the spread of the virus, all while maintaining service levels.

Once USI deployed Everbridge, their processes became completely digitized with automated check-ins, approvals, notifications and follow-ups. Now, the entire checking and approval process is completed in approximately 30 minutes, with the touch of a button.



Critical Business Issues

Streamline Processes

- + Automate wellness and safety checks
- + Maintain project schedules
- + Avoid operational disruptions

Reduce Costs

- + No lost billable hours
- + Capitalize on employee uptime
- + No extra staff costs or overtime

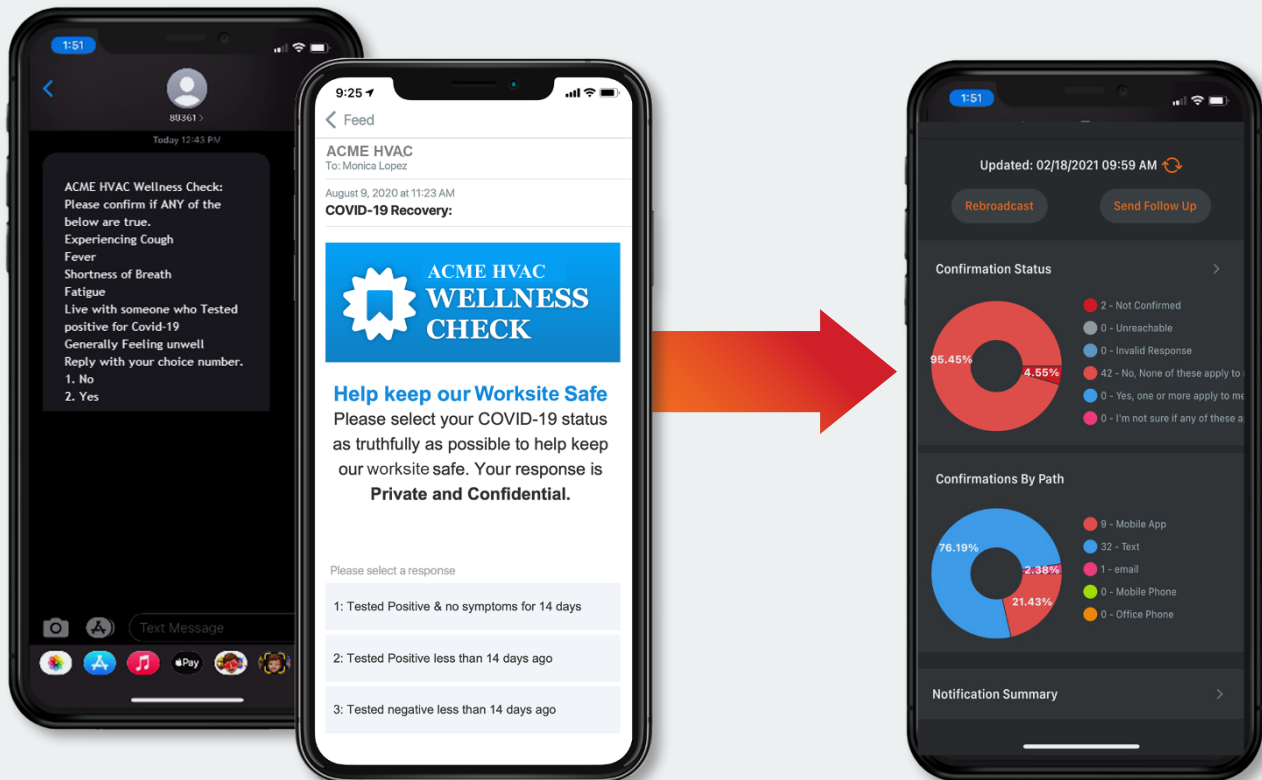
Provide Duty of Care

- + Keep employees safe from disease, disruptions, and other factors
- + Quickly identify employees who may be at risk
- + Provide employees easy ways to communicate

Protect Brand Reputation

- + Increase trust with partners and customers
- + No service disruptions
- + Customer & employee satisfaction

ENSURE WELLNESS OF EACH EMPLOYEE



Employees receive a daily notification to confirm they do not exhibit any COVID-19 symptoms or have other risk factors. When they reply, their status is recorded for management.

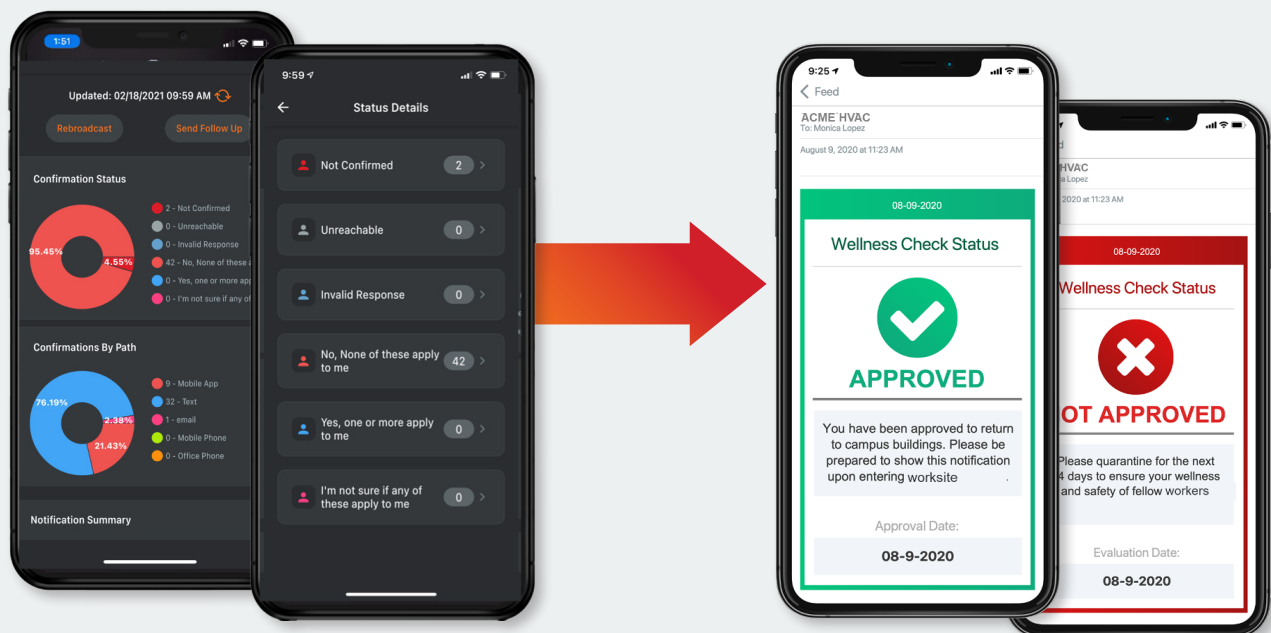
How it Works

It's 6:00am. In less than half an hour, 50 vehicles driven by union USI experts will be on the road all over the state of Massachusetts headed to job sites of all shapes and sizes, including new construction high rises in Boston, commercial office parks in Cambridge, and critical state medical facilities.

- + By 6:15am, every employee headed to a job site has received a questionnaire via their phone asking them to complete a COVID19 wellness survey.
- + Employees answer if they are experience signs or symptoms with 3 responses, indicating they are a) not exhibiting any Covid-19 symptoms b) one or more of them may apply to them, or c) unsure.
- + If anyone has not responded to the survey, their supervisor would be notified to contact that employee to rectify the incomplete survey.
- + Based on their surveys, employees are given quick confirmation to either head to the jobsite, or are instructed to stay home and await further instructions.

- + If someone is showing potential signs of health risks to the office or jobsite, that correct people are automatically notified of the impact to the jobsite, but the employee's name is kept anonymous.
- + Throughout the day, USI provides their employees with assistance tools from Everbridge to help keep them safe from risks beyond Covid-19. If a technician needs help (i.e. they were in an accident; got hurt on the job; found themselves in a dangerous situation) all they have to do is press the "Need Help" button in the mobile app, and operations will be notified and help can be dispatched right away.
- + If an employee feels ill at any time, or someone in their family has contracted the virus, they can simply press a button to self-identify their exposure. The solution even allows for an employee to self-report that they have been vaccinated for company records.

EASY FOLLOW UP WITH EMPLOYEES



You can also send a "work pass" to those employees not reporting any symptoms or a "do not report for work" pass if anyone does report symptoms.

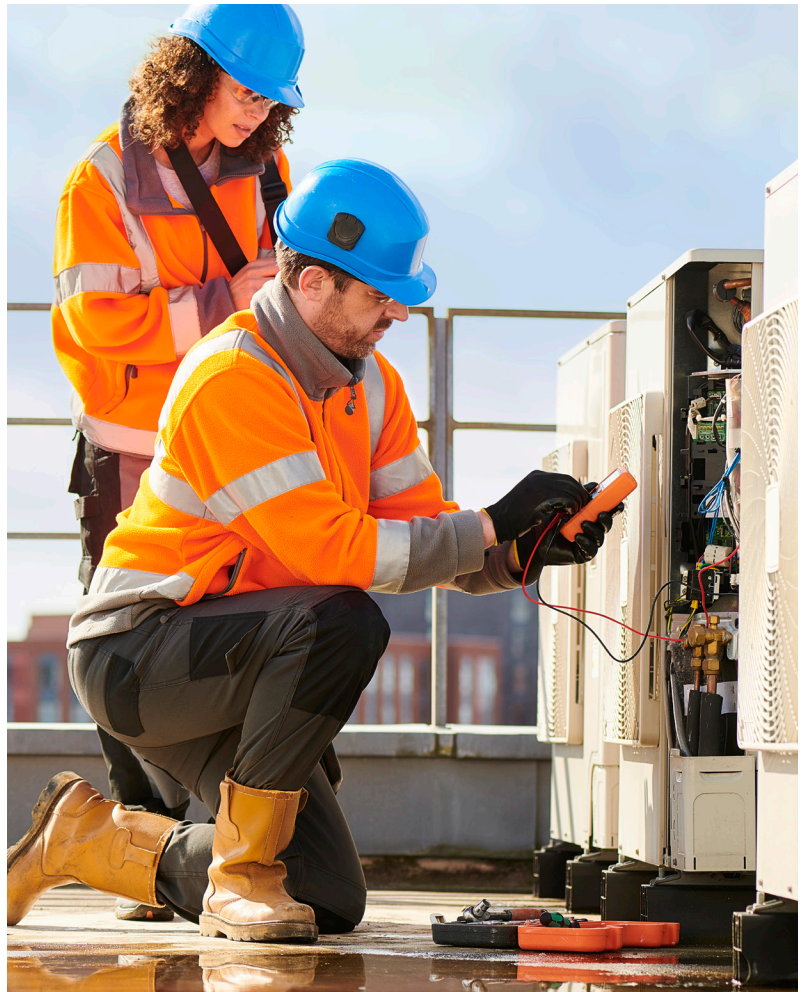
Improve Key Metrics

Operational Efficiency ↑

- + Automated wellness checks save hours of administrative work
- + Business continuity
- + Projects stay on schedule
- + Easily meet guidelines and safety recommendations

Cost Avoidance ↓

- + Lost billable hours
- + Cost for Covid-19 patient with hospital stay: \$38,500
- + 4 weeks paid sick leave, 10 weeks paid extended FMLA
- + Legal fees/finances as a result of negligence
- + Insurance claims/premiums
- + Lost/dissatisfied customers



Let's Chat

Do you have questions? Would you like to know more about Critical Event Management? Get in touch or just call us at +1-818-230-9700 to learn more.

ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety software applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Beijing, Kolkata, London, Oslo, Singapore, and Stockholm.

