RAVE
MOBILE SAFETY

Workplace Safety and Preparedness

Annual Report of Full-Time Employees From
Industries Across the U.S
2018–2019

Contents

RAVE
MOBILE SAFETY

Summary

MOST EMPLOYEES CONTINUE TO FEEL SAFE, BUT CURRENT COMMUNICATION METHODS MIGHT NOT REACH EVERYONE FAST ENOUGH IN AN EMERGENCY.

The second annual Workplace Safety and Preparedness research survey was conducted in late 2018. Over 540 surveys were completed by full-time employees in various industries across the United States.

The findings show that employees generally feel safe at work, but safety is not seen as a large enough priority to their employer. While previous findings indicated a gap in generational awareness (specifically Millennials) of emergency plans, a bigger issue is the testing and communication methods used for emergencies. New findings indicate testing is lacking for emergency plans of the top three workplace emergencies experienced most within the last year.

Communication preferences for workplace emergencies demonstrate another gap. While mobile communication methods for emergencies have become more prevalent, email remains a top communication method, which is not as preferred by employees for critical messages. A majority of workplaces have emergency communication methods in place that could lead to important messages being missed if they are being used as the single source of message distribution.

Once again, three industries — education, healthcare and professional services — had the most number of respondents. The findings vary across industries when it comes to level of awareness of emergency plans and employee perceptions of safety, but the lack of testing of modern-day emergency plans once again points to a potential hole in workplace emergency preparedness.

RAVE
MOBILE SAFETY

Survey Respondents

NUMBER OF EMPLOYEES

	2019	2018
0–100	**29%**	27%
100–500	**18%**	18%
500–1,000	**12%**	8%
1,000–5,000	**16%**	9%
5,000+	**24%**	24%

AGE OF EMPLOYEES*

	2019	2018	
18–29	15%	18–25	8%
30–44	29%	26–34	18%
45–60	46%	35–44	24%
60+	10%	45+	50%

*Age ranges differed from 2018 to 2019 due to survey vendor criteria.

**Other industries representing less than 10% of the survey on their own include government/municipal, finance, non-profit/religious organization, and transportation.

INDUSTRY**

	2019	2018
Healthcare	**16%**	18%
Education	**14%**	11%
Manufacturing	**11%**	N/A
Software/Technology	**10%**	N/A
Professional Services	**7%**	12%

GENDER

	2019	2018
Female	**49%**	53%
Male	**51%**	47%

TIME IN OFFICE

	2019	2018
Every Day	**48%**	49%
75%–99% of the time	**21%**	20%
50%–74% of the time	**10%**	13%
25%–49% of the time	**6%**	5%
Less than 25% of the time	**8%**	6%
Never, 100% remote	**7%**	6%

RAVE
MOBILE SAFETY

Key Findings

1 **Workplace emergency efforts are shifting towards more modern workplace emergencies, but employees still don't feel safety is a priority.**

> While fire drill planning is less of a priority making room for more modern safety plans, employees still feel like safety is not seen as important.

2 **The generational gap seems to be closing in emergency preparedness perception, but communication methods reveal a new challenge in reaching different age groups.**

> Communication methods currently used by workplaces for emergencies doesn't match employee preferences.

3 **Mobile communication is progressing as a top method for critical communications, with email as the most used method.**

> More workplaces are using mobile-friendly communication such as mass text messages, but email remains the most common method in use.

4 **Three industries continue to show room for improving workplace critical communication.**

> Employees in healthcare, education and professional services feel safe at work, but differences in emergency preparedness by industry exist.

RAVE
MOBILE SAFETY

Workplace emergency planning efforts are shifting towards more modern workplace emergencies, but employees still don't feel safety is a priority

The communication and testing of emergency plans focused on seven possible workplace incidents. As compared to 2018, the awareness of the traditional fire drill decreased although it still the most commonly known and tested plan. The shift away from fire drills coincides with slight improvements in the awareness of more modern workplace emergencies, such as active shooter and workplace violence incidents. There were slight improvements from last year, but plannng continues to fall short.

> Out of the 70 percent of "yes" answers of most known plans, the highest remains the same for fire at 87 percent.

> Excluding fire, 51 percent of other major emergency plans were rarely or never tested, as compared to 57 percent, which was reported in 2018. This indicates a slight improvement in overall emergency preparedness efforts in 2019.

> 87 percent of participants felt safe at work, but 32 percent don't think their employer prioritizes workplace safety enough.

> New findings reveal the top three workplace emergencies experienced by participants within the last year include severe weather events, medical emergencies and system outages/cyberattacks.

>> Participants reported that testing of emergency plans for these most frequent emergencies is hardly or never done: severe weather events (47%), medical emergencies (51%), and system outages/cyberattacks (60%)

Are you aware of workplace emergency plans for any of these?

WORKPLACE VIOLENCE   ACTIVE SHOOTER   MEDICAL EMERGENCY
FIRE   HAZMAT INCIDENTS   WEATHER EVENTS
CYBERATTACKS/SYSTEM OUTAGES

30%

70%
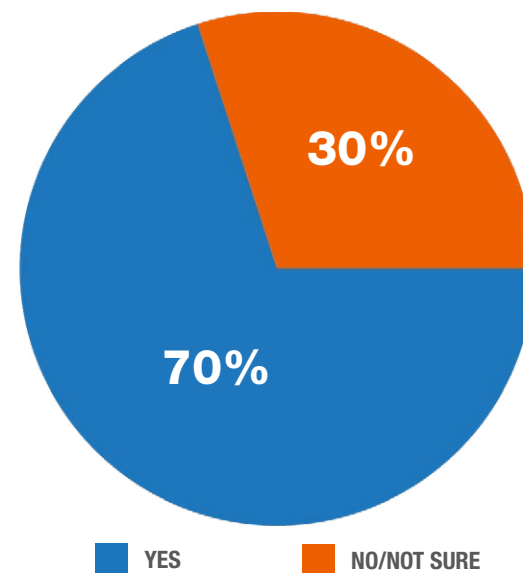
■ YES   ■ NO/NOT SURE

The most no/not sure responses were for these three emergencies.

|	2018	2019	% Change Year over Year
Active Shooter	21%	18%	14%
Workplace Violence	19%	18%	5%
Women who were unaware of workplace violence emergency plans, despite it being the second leading cause of death for women in the workplace	34%	37%	9%
Cyber attacks/system outages	18%	20%	

RAVE
MOBILE SAFETY

The generational gap seems to be closing in emergency preparedness perception, but preferred communication methods reveal a new challenge in reaching different age groups.

While the 2018 survey found that millennials (26–34 year olds) represented the largest segment of employees unaware of emergency plans for major workplace emergencies, 2019 data shows a more even level of awareness among all age levels.

> 7 out of 10 of participants between the ages of 18–44 would report an incident where they or a coworker felt unsafe regardless of remaining anonymous, in contrast to 9 out of 10 of participants over 45 years old

> > 24 percent of participants between the ages of 18–44 would be more likely to report an incident if they could do so anonymously

However, when looking at preferred emergency communication methods by age group as compared to what workplaces are currently offering, the data presents an opportunity for workplaces to improve the effectiveness of their emergency communication delivery. While the number-one preferred communication method was the same for all age groups (mass text messages), all reported that was not what's most currently used in their workplace.

No/Not Sure Respondents Awareness of Workplace Emergency Plans
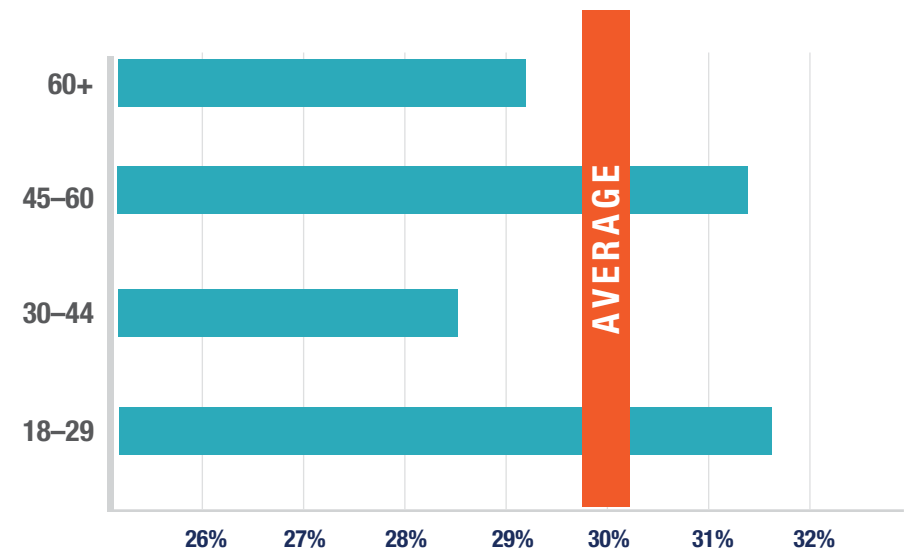
Industries where participants are currently employed

	#1 INDUSTRY	#2 INDUSTRY
18–29	**Software/Technology**	**Manufacturing/Healthcare (Tied)**
30–44	**Healthcare**	**Software/Technology**
45–60	**Healthcare**	**Education**
60+	**Healthcare/Education (Tied)**	**Professional Services**

RAVE
MOBILE SAFETY

Employers Missing the Mark on How to Best Notify Employees

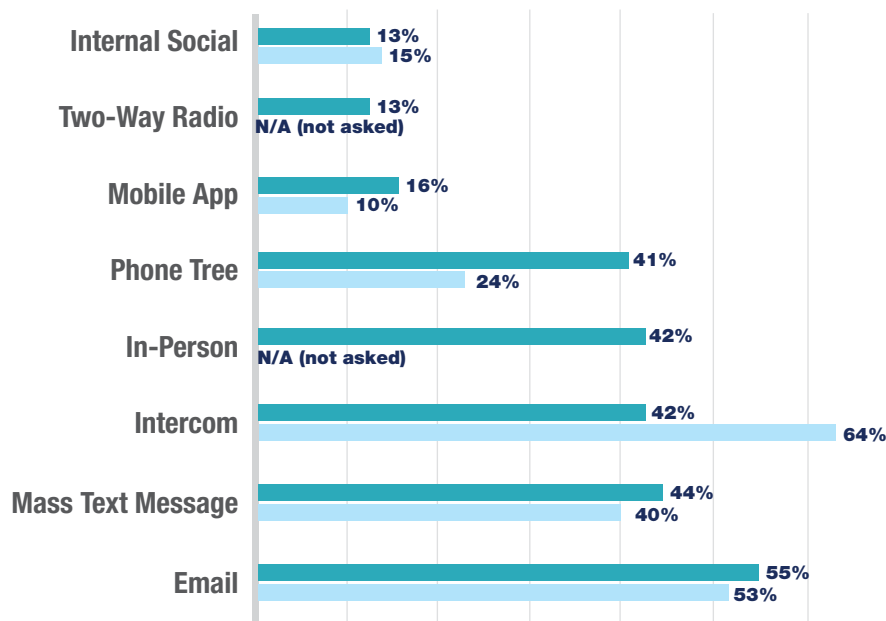| Age Group	Most Reported Current Communication Method in Use	% Available in Workplace	Preferred Communication Method	% Available in Workplace
18–29	Internal social media/Instant messaging system	20%	Mass text message	13%
30–44	Internal social media/Instant messaging system	36%	Mass text message	26%
45–60	Phone tree/Automated voicemail	51%	Mass text message	49%
60+	Mobile app	16%	Mass text message	11%

RAVE
MOBILE SAFETY

Mobile communication is progressing as a top method for critical communications, with email as the most used method.

The survey results show that on average workplaces use two methods of communication for emergencies, with the top two being email and mass text message. This is a slight departure from 2018, which ranked intercom system announcement/building alarm as one of the top two methods in place. Once again, while preferred emergency communication methods differ depending on whether an employee is in the office or away, mass text messages are highly preferred for overall critical communications.
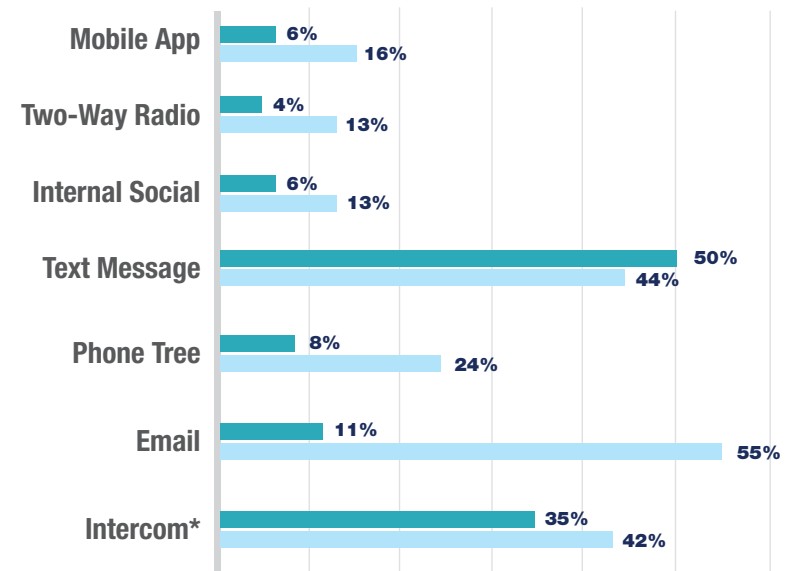
> **Emergency alerts via a mass text message is the number-one preferred communication method while working off-site and in the office**

> Although email is the most common emergency method currently in place, it ranks in third place of most preferred methods

> When looking at communication preferences by in-office and remote status, both on-site employees and lone workers (off-site more than 25% of the time) prefer mass text messages for emergency communications, both while in the office (38% on average) and while off-site (61% on average)

Current Emergency Communication Methods In Place
2018 Versus 2019

Method	2019	2018
Internal Social	13%	15%
Two-Way Radio	13%	N/A (not asked)
Mobile App	16%	10%
Phone Tree	41%	24%
In-Person	42%	N/A (not asked)
Intercom	42%	64%
Mass Text Message	44%	40%
Email	55%	53%

Current Versus Preferred Emergency Communication Methods In Place in 2019

Method	Current	Preferred
Mobile App	6%	16%
Two-Way Radio	4%	13%
Internal Social	6%	13%
Text Message	50%	44%
Phone Tree	8%	24%
Email	11%	55%
Intercom*	35%	42%

*For in office only

More Facts on Lone Workers

32% Respondents who travel at least 25% or more in their current role
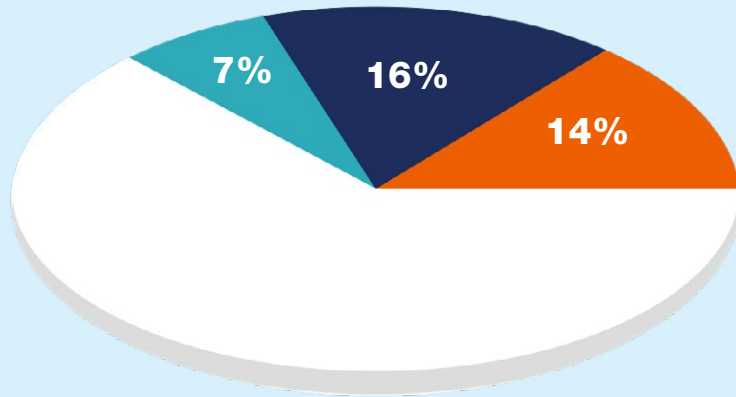
58% Prefer emergency communications via text messages while off-site

58% Not required to do a safety check-in with employer when traveling to different locations

20% Felt less than safe while working

RAVE
MOBILE SAFETY

Three industries continue to show room for improving workplace critical communication

Employees in healthcare, education and professional services feel safe at work, but differences in emergency preparedness by industry exist.

Education

> 86% of education workers felt safe at work (2018: 90%), 30% felt like safety was not a priority to their employer (2018: 20%)

> Respondents were most unaware of emergency plans for system outages/cyberattacks (51%) and workplace violence (31%); drills are also rarely performed

> More than half of respondents (54%) had experienced a severe weather event on campus within the last year

> 71% prefer mass text messages while working remotely (2018: 62%)

> 52% are alerted through three different communication avenues: email (61%), intercom (52%) and mass text message (64%)

Healthcare

> 31% of employees were most unaware of emergency plans for system outages, workplace violence and active shooters

> Two is the average modes of communication and the top three methods of communication are intercom system, email and mass text messaging

> Mass text messages was the first choice for emergency communications while in the office (46%) and off-site (59%)

> While mass text messaging was preferred for both in the office and off-site emergency communication, only 41% use mass text messaging

> 35% say their employers use only one communication method in the office for emergencies and most were through email

Want a deeper dive into healthcare emergency preparedness? Download our latest report.

Professional Services

> 32% feel that their employer doesn't prioritize their safety (2018: 24%)

> Half of all respondents were unaware of emergency plans for workplace violence, active shooter and system outages

> With the exception of fire drills, on average 59% reported that all other emergency plans — workplace violence, active shooter and hazardous material incidents — have never been tested

> 29% are alerted by three or more methods of communication (email, in-person, intercom and mass text messaging)

> 70% of respondents would prefer to receive emergency alerts through mass text message when working off-site or remotely

RAVE
MOBILE SAFETY

About Rave Mobile Safety

Rave Mobile Safety provides the leading critical communication and data platform trusted to help save lives. Rave connects millions to those trusted to protect them, by providing innovative solutions to prepare better, respond faster, and communicate more effectively during emergencies.

Our customers include thousands of businesses, public safety agencies, and institutes of higher education. From global corporations to universities with 100,000 students to small private institutions to 9-1-1 centers handling millions of emergency calls for service, we are privileged to work with dedicated security professionals worldwide.

Our award-winning portfolio of Rave Panic Button™, Rave Alert™, Rave Guardian™, Rave Eyewitness™, Rave 911 Suite™, Rave Prepare™, Swift911™ and SwiftK12™ enables millions to feel safe, secure and connected. Rave Mobile Safety is headquartered in Framingham, MA.

VISIT US AT:

http://www.ravemobilesafety.com.

RAVE
MOBILE SAFETY