

Sample Protocol

For using the

All Clear System®

The All Clear System is an additional layer to the existing entering and exiting procedures. The following notes are provided as a sample of how the All Clear System might be integrated into your procedures. Each individual institution must develop, implement, and train on procedures which meet their needs and their regulatory compliance. The information contained is taken from multiple sources including existing All Clear customers, from other procedures which have been reviewed, and from presentations of industry experts in the security field. The information contained is not meant to be used without modification and integration into your financial institution's security procedures.

This document is broken into the following areas which describe the All Clear System operation and how it might be integrated into your policies and procedures:

- Basic operating information and configuration
- Notifications and how they might be responded to
- Integration into the opening/clearing procedures
- Indicating the facility was closed and will need to be cleared again before re-entering
- Integration into the exiting procedures for your employees
- Resetting the system after an event
- Integration into a disaster planning / business continuity program

Basic operating information and configuration - the following notes describe the basic setup that each institution must configure before using the All Clear System. These configuration options will define how the system is used, when (and by what method) will notifications be sent, and which features of the system are used.

- Initial Setup
 - **Words** – each institution must determine the “words” to be used for each different status. The words used in this document are the default words and may be changed by the institution at any time. This allows for unique customization by the institution to help prevent others from having access to your specific configuration. Each time a word like **Come In** is used in this document, it will be color coded and bold as shown here.

- **Calendar** – each location will need to have a calendar established which defines holidays, days of the week open, and the time by which the opening process should occur. The calendar is unique to each facility.
- **Employees** – each employee will need to be defined in the system along with certain information including their identifying number (perhaps employee number), clear code, cell phone (or contact phone) number, and which permissions they are given within the All Clear System. Some employees may not be permitted to perform certain tasks such as opening a facility, clearing an error, or resetting the status of an event.
- **Facility** – each location will need to be set up with information including GPS coordinates, range from the facility that an employee can start the opening procedure and get status, who will be notified of an event, and how will those notifications occur.
- **Operational Notes** –
 - The All Clear System will automatically reset itself to night mode and clear the indication of anyone being in the facility at midnight every night. This is meant to remove the possibility of the wrong status being provided because the system was not reset from the previous day.
 - All users of the All Clear System will have the same rights at every facility unless they are specifically excluded from a particular facility. This provides the maximum flexibility in using the system without having to plan where an employee will be when they need to use the system.
 - The All Clear System is accessed via a mobile application which is downloaded from the App Store (iPhone) and Play Store (Android). There is no charge for the download and access can only be granted with the proper credentials for that employee at your institution.
 - Even if a user of the system has the software and proper credentials, this access can be revoked immediately by changing the status of the employee on the management portal from “active” to “inactive”. There is no need to remove the software from the phone to prevent access.
 - In this document whenever there is a button to be pressed on the screen it will be in **GREEN**.

Notifications -

- When an event occurs, notifications will be sent to the list established during the setup of the All Clear System.
- The messages can be to multiple users and can be any combination of email, text, and voice phone calls.
- The message will include the name of the person, their cell phone number (if provided during the setup), the branch they are at, and the phone number for the local PSAP (public safety answering point) if provided.
 - PSAP – this number which can be obtained from the local 911 provides an alternative for reaching 911 by someone who is outside the local 911 calling area. An example – you live in Atlanta and are traveling in New York. Dialing 911 will not get help for someone in Atlanta. Having the 10 digit PSAP number for Atlanta will allow you to access the 911 system from New York. This number must be obtained by and updated by the system administrator, it is not updated by All Clear.
- **Note** – the person generating the event can be excluded from receiving the notifications. This is accomplished by entering their identification (employee) number while setting up the notifications. **If this is not flagged at setup, it is possible for the person generating the alert to receive a notification.**
- There should be a minimum of three people who are set to receive the notifications. (This allows for at least two notifications in cases where one of the people on the list actually causes the event.)
- A protocol for responding to the notifications needs to be established as an extension of your existing procedures:
 - Who is going to call – getting three calls may bring undo notice
 - What is the content of the call – not “are you ok?”
 - Distress words or safe words – consistent with your existing procedures should be used.
 - Protocol for letting others know the status of the alert – that it has been handled.
- Vacations – there is a flag in the notification system that can be set when one of the people on the notification list is on vacation and should not get the notifications.

Primary / Secondary notifications– the All Clear System always attempts to notify at least two primary contacts of an event. In cases where there are not two eligible primary contacts, the secondary contacts will be notified automatically.

Opening / Clearing –

- **Users Affected** - anyone who is entering a facility before it is open to the public should verify that it is safe to enter. Additionally, each institution should determine if this procedure would be used during weekends, holidays, or other times that a single employee might be entering the facility. The following procedure describes how that might work with the All Clear System.
- **Procedure –**
 - Each employee should check the status of the facility before attempting to enter. Note that you must be within _____ meters of the facility to start the opening procedure.
 - The employee receiving the message **FIRST IN** has the responsibility for clearing the facility and then indicating to others that it is safe to enter.
 - After pressing **ENTER** and receiving the **FIRST IN** message, you should put your phone away and enter the facility. A timer has been started and you have _____ minutes to enter the facility, turn off the alarm, and check the facility.
 - Once it is clear, restart the All Clear App and press **SAFE**. You will be presented with a prompt to “Enter your Clear Code”.
 - If it is safe – enter your code on the All Clear App and press **SUBMIT**.
 - If you feel in any way that you are in distress, entering any incorrect clear code (two times) followed by **SUBMIT** will send out a notification that you are in distress and will notify others not to enter.
 - If you encounter a situation where drawing attention to the All Clear System is potentially harmful, **DO NOT ATTEMPT** to enter a code. The timer will expire, notifications will be sent, and other employees will notified it is **NOT SAFE TO ENTER**.
 - Subsequent employees will get the message **WAIT** after pressing **ENTER**. Note that you must be within _____ meters of the facility to get the status.
 - This indicates that someone is already clearing the facility and it is not safe for you to enter.
 - Wait about 30 seconds and try again.
 - Once you receive **COME IN** after pressing **ENTER**, it is safe to enter.
 - **Any** response other than **COME IN** means that it is **NOT SAFE** to enter.
 - *Each institution should define the next steps to take once an employee receives the indication it is NOT SAFE to enter.*

Closing a facility –

- This procedure might be used at the end of the day when the last person has left the facility.
- It might also be used if someone has come into a facility early and then leaves before other employees arrive. Leaving the facility unattended will require it to be cleared again.
- This procedure might be used if an employee has been in the facility on the weekend or holiday and would let other employees who might enter at a different time know that the facility will need to be cleared.
- Employees must be authorized to use this process when the system is set up.
- Procedure
 - Press **CLOSE**.
 - You will be prompted to enter your clear code.
 - Press **SUBMIT**.
 - **CLOSING** will be displayed.
 - A timer has been started. Put your phone away and exit the facility.
 - Once you have reached your safe location restart the All Clear App.
 - Press **SAFE**.
 - **NIGHT** will be displayed indicating the timer has been stopped
 - If the employee does not indicate they are safe within the allotted time, notifications will be sent out.

Exiting –

- **Users affected** – specific criteria should be used to determine who should use the system upon exiting the facility and when it should be used. Note that the All Clear System exiting feature is used to monitor that an employee has reached a safe location in the allotted time. Possible reasons for not reaching a safe location are not limited to a “bad guy” scenario but may also include a “bad event” scenario (such as a fall, medical condition, or other situation where the employee does not get to their safe location.)
- **Procedure** –
 - Before leaving the facility – press **Exit to Safe** – put your phone away and exit the facility.
 - The system will automatically identify which location you are leaving from.
 - In the event, your location cannot be determined, a list will be provided. Please select the location from which you are exiting from the list.
 - A timer will be started for each employee. The employee will now have _____ minutes to exit the facility, reach their safe location, and indicate to the All Clear System that they are safe.
 - Upon reaching your safe location – restart the All Clear App press **SAFE**. The message **LEAVE** will be displayed indicating the timer has stopped and the All Clear System has been notified you are safe.
 - If the employee does not reach their safe location, notifications will be sent out identifying the employee name, their contact (cell phone) number, and which location they were exiting from.
- **Operational Note** –
 - The All Clear System may be used for exiting – even if it was not used to get the **COME IN** message.
 - **Exit to Safe** may be used multiple times in the same day. An example might be the employee has started the timer and is then detained. Press **SAFE** to get the **LEAVE** message and the timer is stopped. When they are ready to leave again, simply repeat the process by pressing **Exit to Safe**.
 - This process works even if the GPS coordinates are not available.

Resetting an event –

- The system will remain in a not clear status once the notifications have been sent out due to
 - Clear Code not entered in the allotted time –or-
 - Wrong Clear code entered
- Employees who are authorized may clear the event by using the following procedure
 - Press **ENTER**.
 - The current status such as **READY** or **DLYCODE** will be displayed.
 - Press **ENTER** a second time.
 - A pop up message will be displayed indicating there is an alert condition and ask if you wish to clear. Click on **YES**.
 - A second pop up will ask you to confirm that you want to clear. Click on **YES**.
 - You will be prompted to enter your clear code in the All Clear App – then click on **SUBMIT**.
 - The system will be cleared and the message **COME IN** will be displayed.
- Operational note –
 - Employees must be authorized at setup to clear events.

Disaster Recovery / Business Continuity –

The All Clear System has several features that may be incorporated into this process.

The Audit file which records every time the system is used provides a central location to review

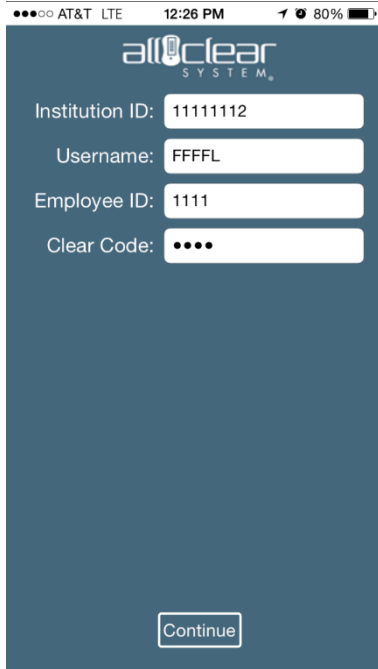
- Who has used the system
- What time was it used
- What location were they at when it was used
 - Note – determined either automatically by GPS or by entry from the employee if outside the range of a facility.

Example 1 –

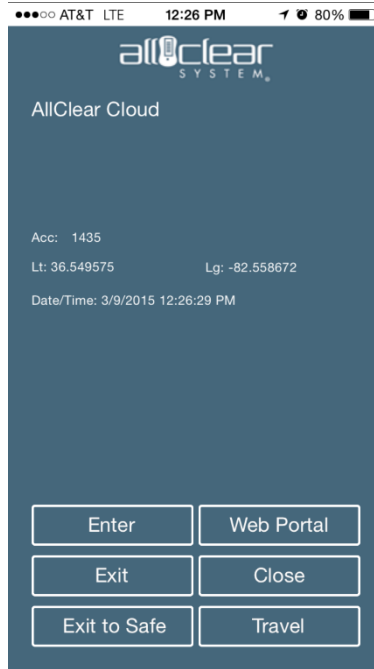
- If every person uses the system when they enter the facility and then either uses the **EXIT** (no timer) or **Exit to Safe** (timer for each employee).
- The Dashboard will show an up to date accounting for each employee who is in the facility.

Example 2 –

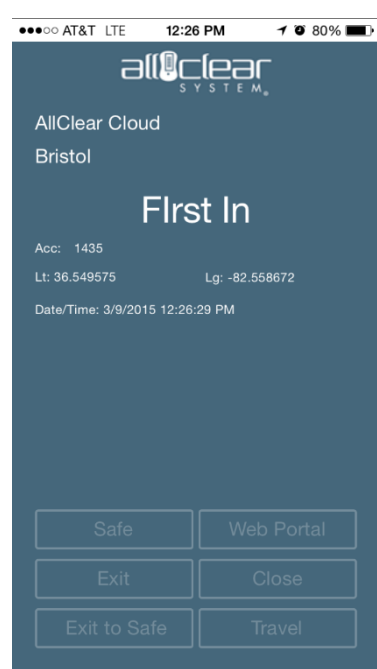
- The “entering” portion of the All Clear System requires that the employee be within range of the facility, while the “exiting” portion does not.
- In the event of an event or an emergency – employees might use the following procedure to let you know that they are safe.
 - Press **Exit to Safe**.
 - If the employee is not within range of a facility, they will be prompted to pick a location. In this case, pick the one they are closest to (or pick any).
 - A timer will be started.
 - Immediately press **SAFE**.
 - They will receive the message **LEAVE**.
 - This event will be recorded in the audit file.
 - By reviewing the audit file, the administration would be able to determine which employees had checked in indicating they were safe or ok.
 - Note – the audit file can be downloaded to a program such as Excel to make the process easier to manage.



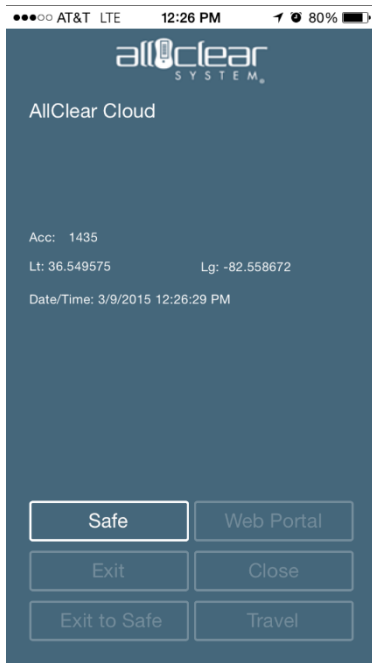
Setup screen



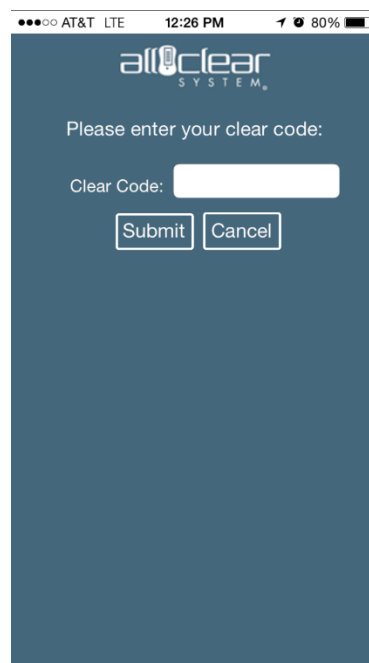
Home Screen



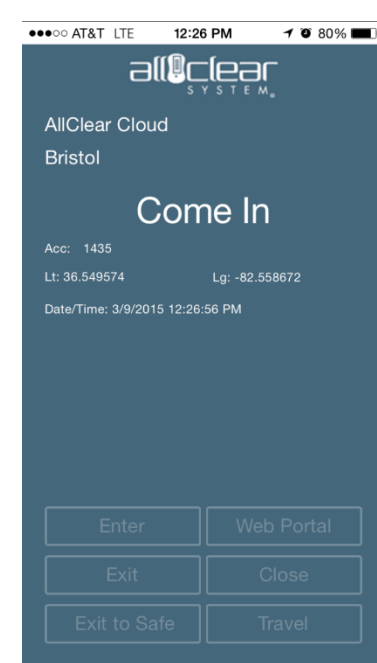
Start the opening



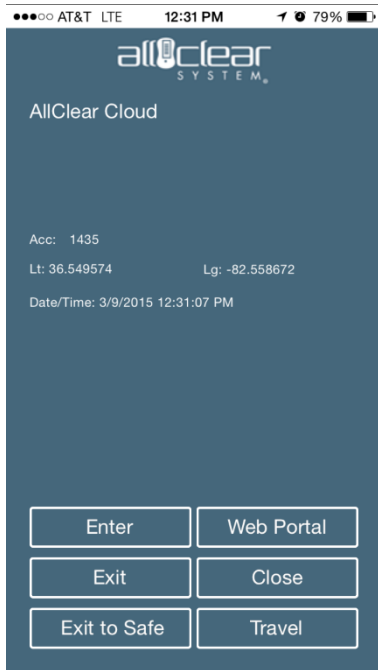
Once facility cleared



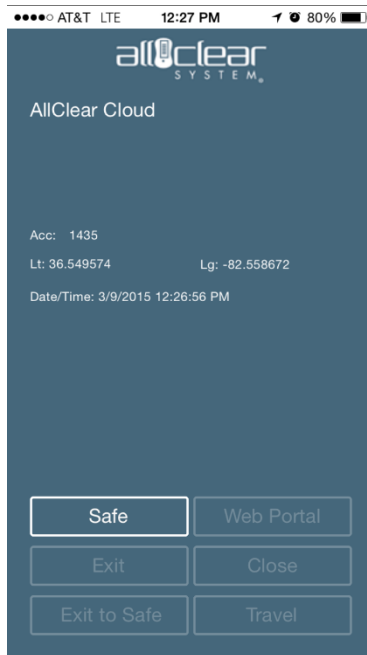
Enter the clear code



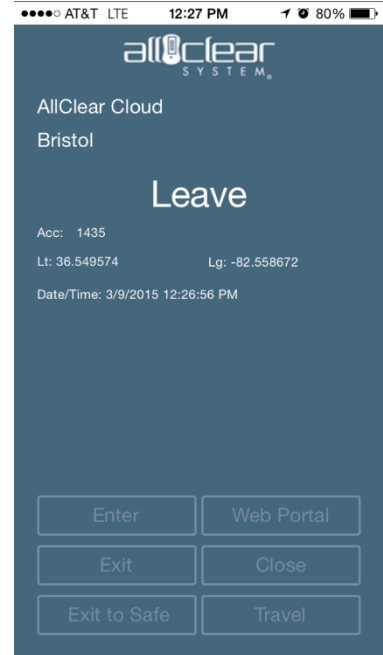
Opening Complete



Leaving? Press Exit to Safe



Press Safe when you are safe



Timer stopped