



Division:	All Divisions
Department:	Housekeeping, Bell & Door, Room Service, Beverage, Pool, Public Area
Position:	All Employees
Subject:	MadeSafe - Activate Panic Buttons - SOP
Issue Date:	1/2/25
Revised Issued Date:	
Revised Dates:	
Recurrent Training:	Yearly

STANDARD:

The panic device must only be used when an employee is confronted with an emergency and an immediate notification to the Security Department is required. Safety is important, so the employee must consider whether leaving the area and making a phone call to the Security Department is possible or if such an action would be likely to escalate the situation and therefore be an unsafe act.

Examples of occasions when it **would not be appropriate** to contact Security by telephone from the scene of the incident include, but are not limited to incidents in which the employee is in fear of immediate physical harm, such as:

- Armed robbery.
- Non GNLV personnel inside the Cashier's Cage without a proper escort.
- Fights.
- Anytime you feel that your personal safety is in immediate jeopardy.
 - An example of this would be a type of weapon is observed.

In cases such as the above, when it is necessary to notify Security, but it is unsafe or inappropriate to do so by telephone, employees should press the duress alarm button closest to themselves. An electronic notification of the alarm is made to the Security Dispatch. If, after the alarm has been activated, it becomes safe or otherwise appropriate to contact the Security Department by telephone, the employee who activated the alarm should do so.

Examples of occasions when it is inappropriate to contact Security by utilizing the duress alarm, include any non-emergency situation, such as:

- Undesirable persons on property not engaging in or threatening violence.
- Persons requesting Security for assistance in locating missing persons or property.
- Assistance with beverage service or slot machine malfunctions.
- Disputes over a bill or payment.
- Requests for identification checks on patrons.

It is the employee's responsibility to monitor their panic device to ensure no accidental presses or false alerts are being sent out. If an accidental press or false alert occurs on your device the operations manager on duty will still, follow up at your location. Any misuse of the device or false alerts that are not cancelled could lead to progressive discipline up to termination.

The MadeSafe panic button can only be used within guest room areas throughout all towers, all the casino floor, the convention level, the pool areas, and the Grand Ballroom. The MadeSafe panic button cannot be used in back-of-house areas, offices, elevators, stairwells, storage closets, or areas outside of the hotel/casino such as the parking garages and valet areas. Employees working in areas outside of the hotel/casino will be provided with an alternative method of notifying department management and security of an emergency.

PROCEDURE:

1. Flip the button cover on the MadeSafe Device.



2. Press and hold the red button for about three (3) seconds until the LED light turns red.



3. Once the light turns red, the alert is sent to Security / Department Management on your current location.
4. The department management and security will head towards your last known location.
5. The alert must be cleared by a Department Manager or Security.
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Policies and Procedures Receipt

I acknowledge that I have read, understood, and have participated in the training for the Golden Nugget **All Divisions** Policy: **MadeSafe – Activate Panic Buttons – SOP**.

I also acknowledge the following:

- Violations of this policy may result in disciplinary action as described up to and including termination.
- Receipt of this Policy does not create or constitute an express or implied contract of employment or warranty of any benefits.

Name (Please Print)

Employee Signature

Employee Number

Date