

NOTES FROM NASSEX SEMINAR MAY 2005

RECORDING IN THE CENTRAL STATION

This attachment was handed out by the Attorney's leading the class:

INFORMATION PRIVACY CONTACT. You understand and agree that in conjunction with employee training, quality control and the provision of services, we may monitor and/or electronically record video and audio related to monitored activity at your location as well as conversations with you, emergency service providers, and law enforcement personnel. Further, you understand that privacy cannot be guaranteed on telephone, cable, and computer systems, and we shall not be liable to you for any claims, loss, damages or costs which may result for a lack of privacy experienced. You consent to us (i) using information about you and your location (collectively, "information") to administer services, offer our new products or services, enforce the terms of this agreement, prevent fraud and respond to regulatory and legal requirements,(ii) provide information, including information contained on your emergency information to law enforcement or fire service personnel for the purpose of providing services hereunder or in response to a subpoena or other such legal process, and (iii) using and sharing aggregate customer information and statistics that do not include information that identifies you personally. You agree that we may contact you by telephone, facsimile, E-mail or other Internet facilities, with respect to the system and service we provide under this agreement, and new offerings of systems or services we make available in the future.

NOTES:

Check with your Insurance company to verify that your coverage includes lawsuits that our brought against you for "Invasion of Privacy" by either a customer or employee

Always make sure that your "privacy notice or statement" is on your website and available both to "intranet and internet"

Make sure that you have a clause that allows for telemarketing calls, unless the customer states in writing "Do Not Call!"

Pertaining to installation of CCTV systems: Always inspect the job after installation and make sure that the job was installed within limits of the privacy act.

Your CCTV contract should have a clause stating the understanding that installing company and entities are not liable for placement of equipment.

If you are recording electronically and call(s) cross state lines, make sure you are not violating that particular state(s) privacy law.

OPEN FORUM CLASS
SUNDAY MAY 15TH 2005

Malcom: Internet Monitoring and Video
Who is doing It?
What kind of monthly charges?
What problems are you having?

If you change your internet provider, you will lose your IP address
Trouble fails or trouble
Resets often during the day

Fixes are expensive
Lose control of the ups that you place in a small account
(residential where they hookup other items to it)
*Need addendum to customer contract stating that this is a new technology that
may have problems beyond our control

Dan: Operator Selection
Share how you select your Operators
How do you measure the "customer service" ability of the prospective
Employee?
Could CSAA put something together on this?
1st interview over the phone to measure phone skills
Where are you looking for your candidates?
Women's shelters
Magnet Schools
Vocational Programs
Job Fairs
Military Bases

Joe: Verified Response
Guard Service St. Moritz

Pam: 2 Call Verification
Who is doing it?
Why others are not
Do you need to notify your insurance carrier if you do go to 2 call
Verification

What do you do to attain and maintain enthusiasm and positive attitude from
staff?
Create positive environment in the station

Positive re-enforcement for operators

Allow employees to spend a little time in each area of the security company

Motivation ideas for Staff

Candy prizes

Employee of the month

Photos of employees on the wall (different types of photos) employee's at their workstations, employees on costume day...etc.....

For fall Operations meeting, contact Pam Petrow with ideas