



The
Monitoring
Association®

Monitoring Center Operator Code of Excellence

Nine Core Values

* Professionalism * Reputation * Confidentiality
* Effective Communication * Customer Service * Integrity * Impartial Treatment
* Lifelong Learning * Positive Attitude

As a Monitoring Center Operator, I agree to:

- Maintain the **highest standard** of personal and professional conduct.
- Protect and enhance the **reputation** of your fellow monitoring center operators.
- Maintain the **confidentiality** of privileged information entrusted or known to me by virtue of my position.
- Demonstrate **professionalism** by conveying **genuine personal interest** in the customer's needs.
- Evaluate each situation from the **customer's viewpoint** and comply with all reasonable requests.
- Respect a customer's opinion and continue to offer and provide that customer with **quality service** throughout the duration of the interaction.
- Support and promote my company's mission by providing to the customer **life safety and peace of mind** through quality service and courtesy.
- Act with **honor and integrity** by refusing to engage in, or consider, actions for personal gain at the expense of my customers, my company, or my profession.
- Be **accurate and truthful** in all dealings with customers and be careful not to misrepresent the quality, availability, or ability of my role in the monitoring center.
- Refrain from using disparaging language when referencing your competitors and instead work alongside them to **further the monitoring profession** as a whole.
- Serve all members of the public **impartially**, providing no special privilege or substandard service based on the person's race, color, national origin, age, religion, political affiliation, disability status, gender, sexual orientation, gender identity, or marital status.
- Constantly **strive to improve** and share my professional knowledge, competence, skill, and effectiveness.
- Continuously **cultivate a positive attitude**, knowing that my attitude contributes to the health and wellbeing of myself, my colleagues, and my customers.
