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 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.