DAY ONE | Monday, November 11

Association Committee Meetings
- 2:00-4:00 pm | ASAP Users & Technical Committee
- 4:00-5:30 pm | Contract Monitoring Council

Opening Reception/State of the Industry Report/
Team Building Session
- 6:00 pm | Reception
- 6:30 pm | Program

Introduction—Event Facilitators Kirk MacDowell, MacGuard Security, and Brandon Niles, Acadian Monitoring Services


DAY TWO | Tuesday, November 12

8:00-11:30 am | STANLEY Security’s ProtectionNet™ Customer Services Center Tour
In order to make a security system most effective, 24/7 alarm monitoring is essential. STANLEY Security monitors all types of security systems for everyone from homeowners to Fortune 500 companies. You’ll visit one of its five monitoring centers in the U.S. and Canada that provide monitoring capabilities for their clients all across North America. The facility is LILAC, UL, and FM Approved, as well as staffed 24/7/365 with a bilingual team so their clients can feel confident that they’ll be able to identify and appropriately respond to any emergencies.

12:00 pm | Lunch

1:00-2:00 pm | Session 1: In the Headlines: Business Continuity Planning (When) Your Workplace Becomes an Active Crime Scene
Today’s headlines reflect the very real risks facing your business and its employees. We will walk you through the critical steps of planning and preparing for an incident involving an active shooter or other workplace violence that brings your business to a halt. Learn how to help your employees communicate and mitigate through a crisis to increase the chance of survival and to ensure business continuity during a stop-work situation.

Moderator/Presenter: Kirk MacDowell, MacGuard Security

2:15-3:45 pm | Session 2: Geared Up—General Operations Technology Upgrade Story
Through a process overview, Stanley will present their technology upgrade story with lessons to share when transitioning to a new automation system.
Panel: Key staff from Stanley Convergent Security Solutions will lead the discussion

4:00-5:30 pm | Session 3: Best Practices of Implementing Video and Audio Monitoring Services
This session provides a detailed overview and best-practices guide on how to help operators understand how these technologies are going to introduce new efficiencies within the monitoring centers and heighten customer value in the future. Attendees will also gain insights into what new technologies are on the horizon that will alleviate operator intervention and optimize workload.
Panel: Representatives from a monitoring center and associate members

5:30-6:45 pm | Proprietary Council Meeting

DAY THREE | Wednesday, November 13

8:00-8:20 am | Facilitator Remarks

8:20-9:45 am | Session 3: Servant Leadership
Being a servant leader means that you put your team first, and yourself second. Hear from a panel of practitioners about the real-world implementation strategies to help you transform and recalibrate into the servant leader role. It has been proven that because servant leaders regularly engage with their teams, they build stronger working relationships leading to less staff turnover. Take back actionable steps and start serving!

Moderator/Presenter: Kirk MacDowell, MacGuard Security

9:45-11:15 am Roundtable Exchange
(A Guest Attendee Favorite!)
A highlight of the event is a 90-minute Roundtable Exchange session that allows all participants to “Come through a process overview, Stanley will present their technology upgrade story with lessons to share when transitioning to a new automation system.
Panel: Key staff from Stanley Convergent Security Solutions will lead the discussion

10:00-11:15 am Roundtable Exchange
(An Attendee Favorite!)
A highlight of the event is a 90-minute Roundtable Exchange session that allows all participants to “Come

12:00 pm | Lunch

1:15-2:45 pm | Session 5: Innovative Employee Onboarding Solutions
Is it Possible to Have it All? Effective training in the life-safety industry is critical for new operators. Keeping your employees engaged and productive is everyone’s challenge. Hear tips and creative solutions to address employee burnout, non-monetary incentives, and non-traditional schedules.

Speaker: Joyce Schill/SN, monitoring center management expert

3:00-4:00 pm | Session 6: Fine-tuning Communication for Accountability
For supervisors and managers, providing regular team and individual feedback is a critical responsibility. Regular communication lets the team know when they are meeting or not meeting their goals. Hear real-world advice on how to reignite sense of urgency and staff commitment on your team. How you communicate must include examples of what success looks like in your company culture. In this session, we will cover what types of feedback inspires accountability and pride in performance through conflict resolution strategies and relevant industry benchmarks.

Speakers: Steve Crist, ADS Security (Invited) and Nic Barrus, AvantGuard Monitoring

4:00–4:15 pm | Closing Remarks/Event Feedback

Note: This program and schedule are subject to change without prior notice.

Accommodations:
Hyatt Regency Bloomington—Minneapolis
3200 East 81st Street
Bloomington, Minnesota 55425

Reserved dates: Sunday, Nov. 10-Thursday, Nov. 15, 2019
Room rate: $119/night
Group code: G-TMAF

Go to www.hyatt.com or call 877-436-7744 to make your reservation. Be sure to mention the group code for this event. If the group rate is no longer available, prevailing rates may be offered for some or all of your dates.

Registrations:
Online registration is now open. Go to www.tma.us/fallops to register.

<table>
<thead>
<tr>
<th>Registrant Type</th>
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<tr>
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Note: Registration includes Monday’s opening reception, Tuesday and Wednesday’s breakfasts and lunches, and transportation to Stanley Convergent Security Solutions in nearby Bloomington for the tour.

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Train. Motivate. Advance.
Topics will cover leadership challenges that include developing trust and accountability. In addition, we will be including solutions-based discussions around general operations concerns that include stop work emergencies, automation and technology upgrades, and ongoing hiring, retention and training.

We have expanded the opening reception on Monday evening to include a State of the Industry Report and a team building exercise.

Please plan your travel so you can join us as we spend two days of leadership development, team building, and operations best practices.

Fill up your think tank and spark new ideas!

At Fall Ops, you’ll:
- Participate in an exclusive tour of STANLEY Security’s ProtectionNet™ Customer Services Center
- Explore best practices from thought leaders in the monitoring industry
- Learn from your peers what they are doing to stay relevant, profitable and elevate the industry through two days of interactive sessions
- Hear step-by-step advice about how to manage the process of a technology upgrade to a new automation system
- Focus on new technology updates, Artificial Intelligence (AI), and video and audio surveillance solutions
- Collaborate through key networking and just-in-time problem-solving activities over two days, including a welcome activity on the evening of Nov. 11th and the ever-popular roundtable exchange on Nov. 13th.

Theme: Fine Tuning for Excellence...

Come with a problem, leave with a solution!

Join your colleagues at TMA’s exclusive solutions-based event specifically for monitoring center professionals.