

McDonald's Virtual Guard Training





Virtual tours, escorts and open/close monitoring provides a safety presence for employees and guests

- Deterrent for criminal activity and loitering
- Protects employees and provides a “comfort zone” for personnel





Deter criminal activity and dramatically increase safety of employees and guests

- Notifies loiterers & potential criminals that all activity is being monitored & recorded
- Intervention Specialists conduct random safety check ins – 1 per day part/ 4 per day utilizing video and 2-way audio and microphones





A second set of eyes and ears when employees leave the premises

- Using the Interface Phone, request an Intervention Specialist Escort to remotely accompany employees to their cars and off the premises for additional outdoor security
- Unlimited number of employee requests

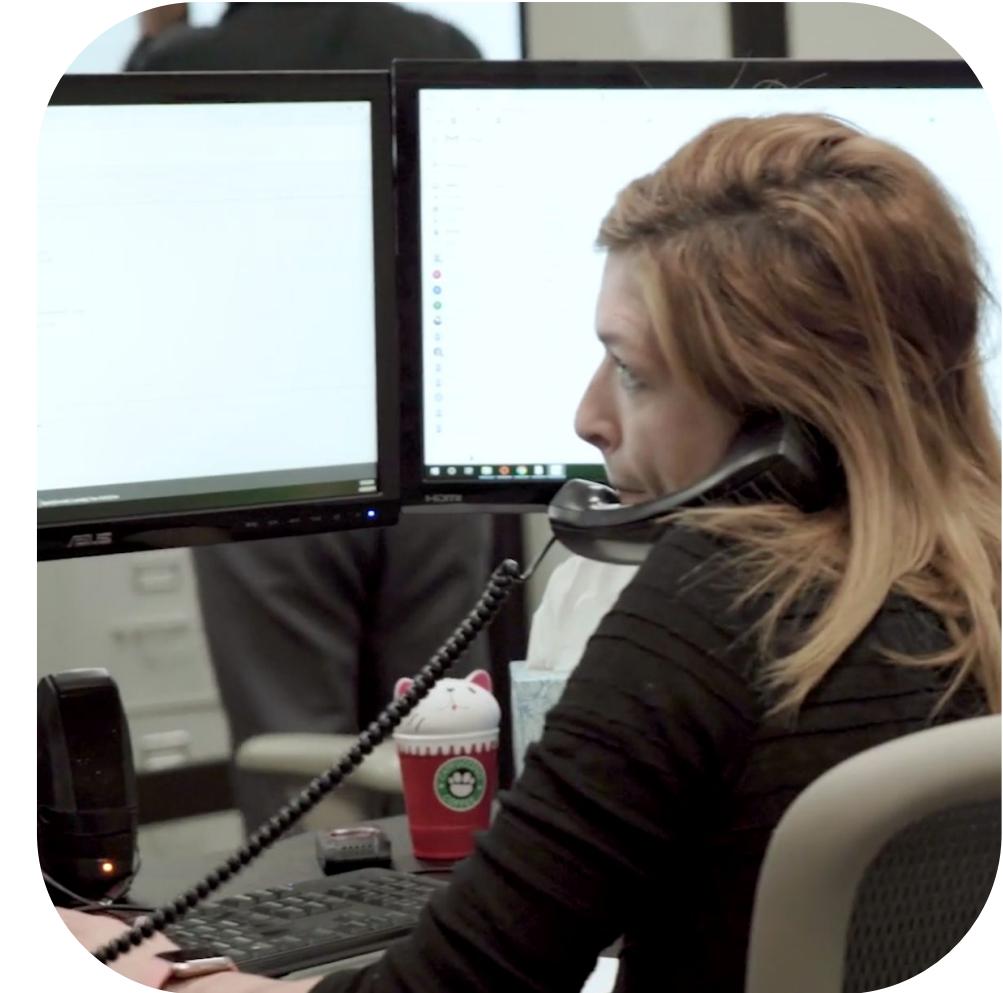


Automated Voice Downs



Automated Voice-downs (AVDs) supplement live Virtual Guard Tours with pre-recorded custom scripts approved by your restaurant.

- Offers another layer of security for the restaurant.
- Additional customized scripts can be utilized for operations and promotional campaigns.



Highly Trained Intervention Specialists + Interactive Monitoring Technology

Virtual Guard Technology:

- Two-Way Audio System that includes Speakers and Microphones to be installed inside and outside of the restaurant
- Interface Intervention Specialists can access the existing Watcher and UAS IP Video system that will provide live video of the inside and outside of the restaurant
- IP-7 Audio Connection directly connects to the Interface interactive Security Operations Center (iSOC) with no dial up
- Interface Security Phone automatically connects with the Interface iSOC
- Existing Hold-Up/Panic Alarms that trigger a silent alert will be used to notify the Command Station



ANY TIME YOU FEEL UNSAFE

- Disruptive Guest/ Fight
- Loitering in or around the location
- Suspicious Activity
- Robbery or Theft
- Virtual Employee Escort
- Medical Emergency

These devices can be used for immediate contact.



HOLD UP/PANIC ALARM

Using existing hold-up/panic alarms located under the counter, drive thru, freezer, manager's office will let Intervention Specialists know there is a suspicious activity at your location. It's important to note, even though you may not hear anything, we are there looking, listening, and assessing the situation.



SECURITY PHONE

Generally located at the registers, when you pick up the Interface phone, you will connect directly with an Intervention Specialist.

Please note:

It may take up to 20 seconds to connect and you will hear a unique dial tone.

When you activate your system an Intervention Specialist will:



Look and Listen

When the Specialist receives your call for help, they will LOOK at every camera view and LISTEN to all audio zones to assess the situation. You may not hear them, but the Specialist is watching, listening and recording everything that is going on.

Plan an Action

Each Specialist takes time to evaluate the circumstance in order to plan the right action. Specialists will NEVER say anything that may escalate a situation; if a weapon is present, they will immediately contact the police and continue watching you until the police arrive.

Resolve the Problem

The Intervention Specialist will ALWAYS take the action that guarantees the safest possible resolution to the circumstances. In most cases, the Specialists will use a strong 'voice down' to resolve the problem. This intervention technique generally takes care of the problem.

Virtual Guard Services



Rapid Response



Resolve disputes remotely with two-way audio communications coupled with interactive video surveillance

- Request for intervention is activated by the pull of a hold-up/panic alarm or the Interface Phone. Unlimited activation at no cost
- Faster police response
- Activate the system ANY TIME YOU FEEL UNSAFE OR NEED HELP



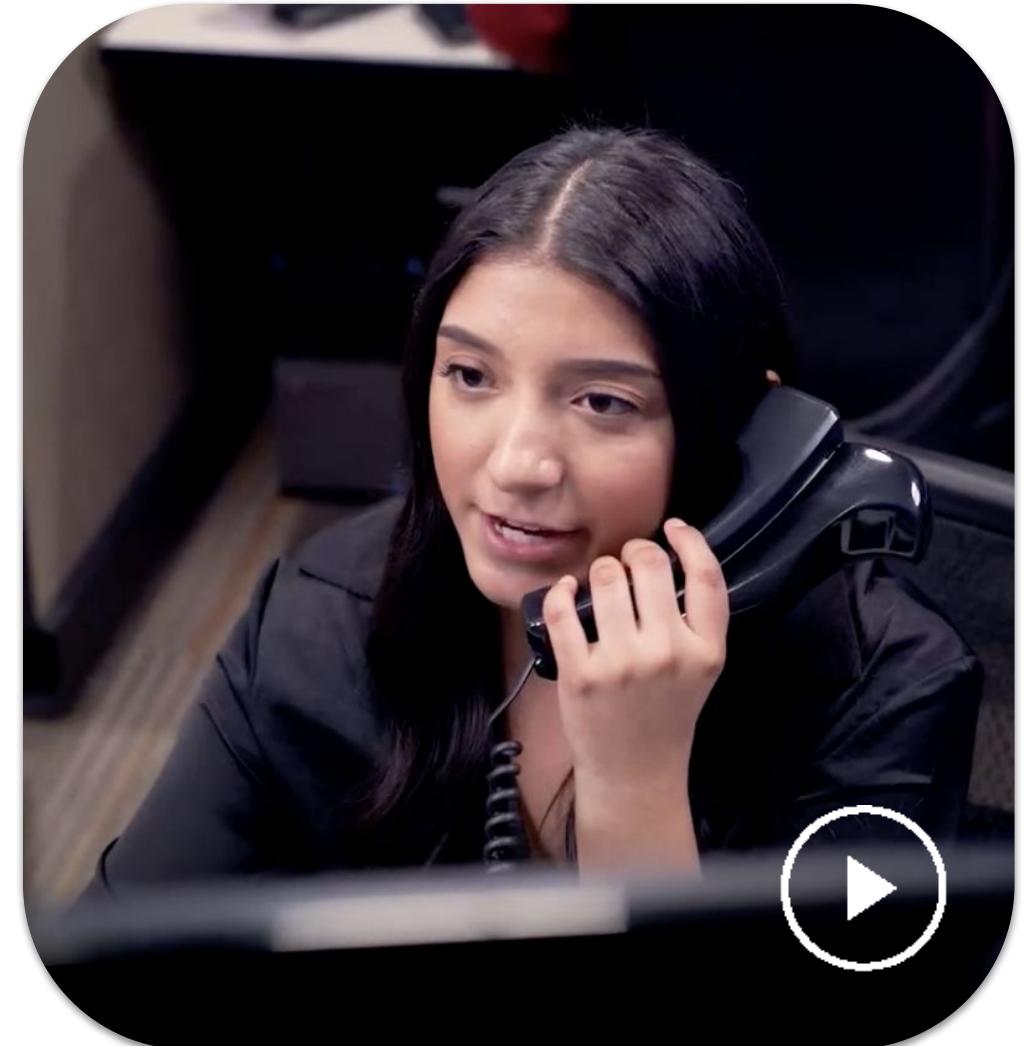


Training

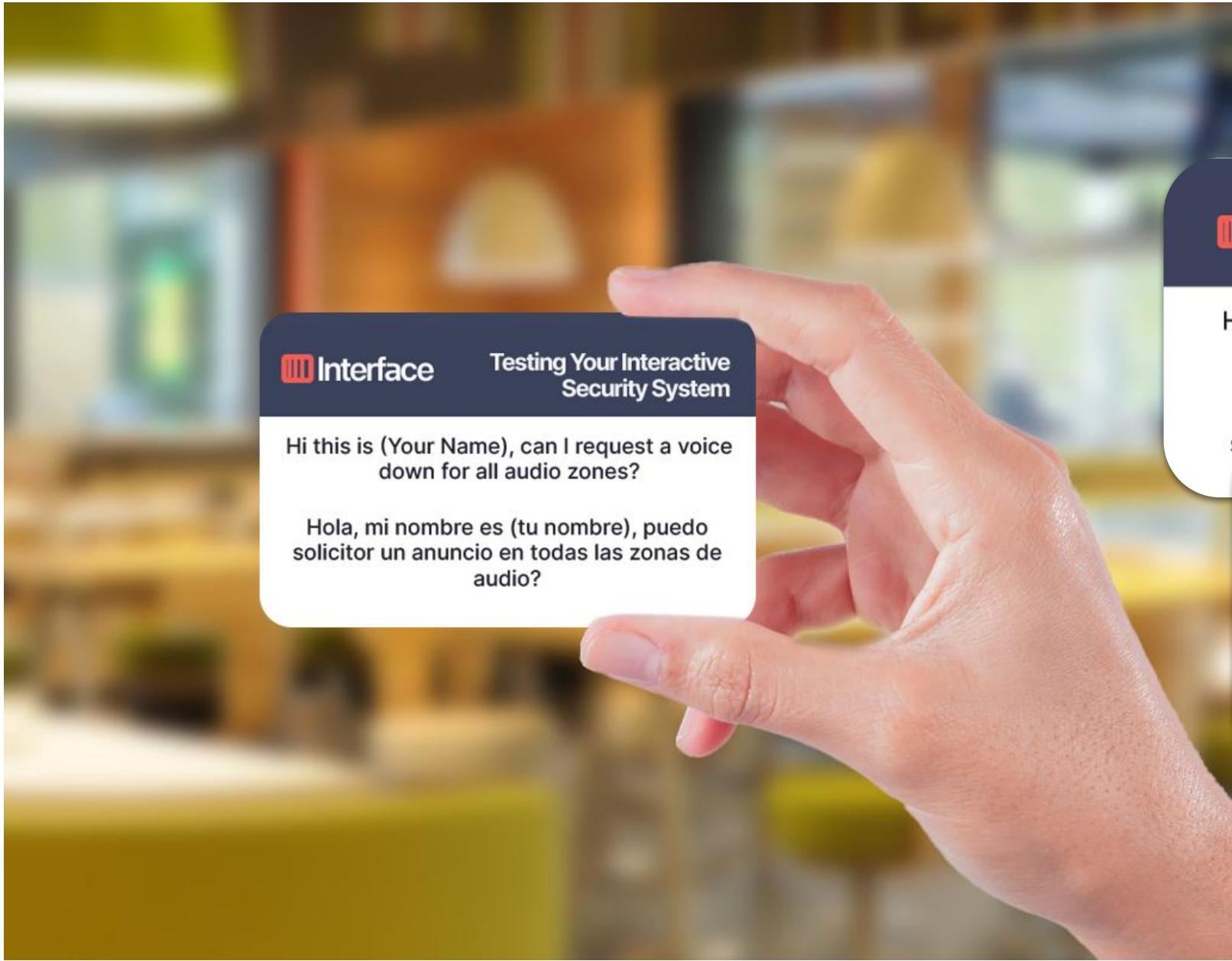
Example Training Video



- Example Training videos for restaurants
- Training poster, phone stickers and storefront decals for awareness







Interface Testing Your Interactive Security System

Hi this is (Your Name), can I request a voice down for all audio zones?

Hola, mi nombre es (tu nombre), puedo solicitar un anuncio en todas las zonas de audio?

Interface Testing Your Interactive Security System

Hi this is (Your Name), can I request a voice down for all audio zones?

Hola, mi nombre es (tu nombre), puedo solicitar un anuncio en todas las zonas de audio?

Interface When Should You Use Your Interactive Security System?

- ✓ Disruptive customer
- ✓ Loitering in the store or property
- ✓ Suspicious activity
- ✓ If you feel unsafe for any reason
- ✓ Opening the Safe/Cash drawer handling
- ✓ Escorts
- ✓ Testing the Interactive Security system

Questions

