



2008 Surveillance Directors Academy

November 10-14, 2008

UNLV International Gaming Institute, Las Vegas

The 2008 Surveillance Directors Academy was recently held at the UNLV International Gaming Institute in Las Vegas. The week-long program attracted Surveillance Managers from around the world who not only benefitted from the knowledge of top experts in the field, they openly shared best practices as well as their “real world” casino experiences.

The SDA, developed by World Game Protection Inc and co-moderated by Willy Allison and Darrin Hoke, was designed for today’s Surveillance Director. The program focuses on the four pillars of surveillance: people, operations, information & communication and places an emphasis on CCTV knowledge, understanding the casino business, budgeting & purchasing processes and setting up and managing a performance-based surveillance operation.



What SDA students said about the program

“Great information. I would recommend this training for the serious Surveillance Professional”, *Robert Hanson, Surveillance Manager, SRPMIC Regulatory Agency, AZ*

“The Surveillance Directors Academy was not just a gathering of Surveillance minds; it served as a cornerstone for building internationally accepted professional standards and carved the benchmark of goals and targets for any surveillance executive. The added value was the increased confidence of each participant since the knowledge and experience of any individual was aligned with the mastery of the many and carefully selected, reputable instructors. I am

confident that the SDA serves as the compass for the orientation of Surveillance experience”. *Leo Farmakis, Director of Surveillance, Regency Casino, Greece*

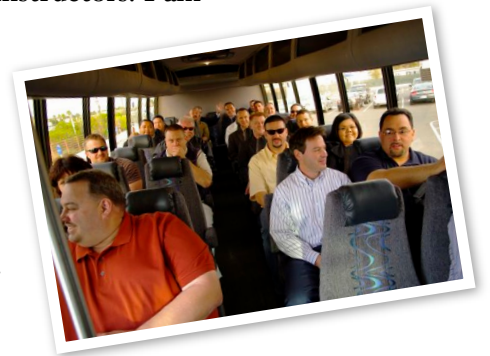
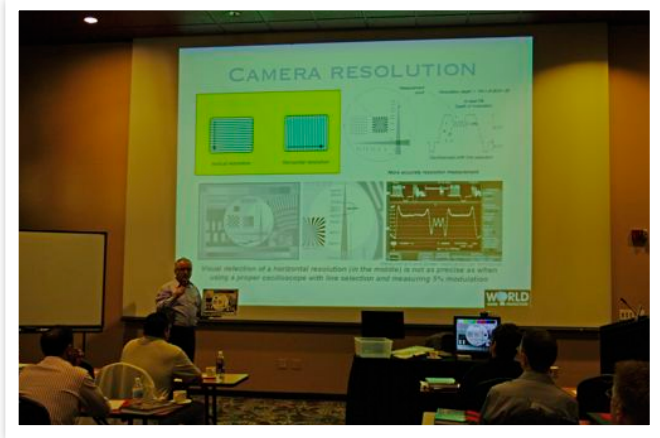
“This is one of the most professional and relevant programs I have ever attended”, *John Geelan, Manager of Surveillance, Southland Gaming & Racing, AR*

“Comprehensive with focus on the most important areas. Thank you!”, *Roy Hollstrand, Compliance/Surveillance Manager, Casino Cosmopol, Sweden*

“I know I gained a bunch of knowledge this past week and hopefully a bunch of friends and resources. Thank You!”, *Jose Olivo, Surveillance Director, Pechanga Gaming Commission, CA*

Great speakers with real world experience on current topics and issues”, *Frank Corlis, Surveillance Operations Manager, Crown Macau, Macau*

“The work you are doing is elevating the professionalism and reputation of Surveillance in ways that are unprecedented in this industry. Keep up the great work!” *Bill Brown, Director of Surveillance, Osage Million Dollar Elm. Casino, OK*



Some Stats about the SDA class of 2008 (show of hands class surveys)



92% use digital video recording systems:
(Pelco 43%, Bosch 24%, Dallmeier 14%,
Synectics 11%, IndigoVision 4%, Honeywell 4%)

50% spend \$1-3K per person per year on training and
development in surveillance

35% spend \$5-10K per person per year on training and
development in surveillance

15% spend more than \$10K per person per year on
training and development in surveillance

96% hire recruits
who don't have
casino experience

28% currently
involved in a court
case (48% in the last
12 months)

24% are involved with
the training of gaming departments

24% allow approved access to surveillance room by
other departments

66% have a policy prohibiting fraternization with
gaming staff

16% rotate their shifts

52% have access to player rating information

33% allow cell phones in the monitor room

16% worked for organizations that had a dedicated
internal IT security division

20% conduct regular risk assessments

24% developed their own internal department database

52% subscribe to an online social network service



www.worldgameprotection.com

Next SDA: November 9-13, 2009