



“ NEAL is the best. It protects both the employee and the business due to its unquestionable reliability. ”

THE CUSTOMER:

Kevin Willis,
Risk Manager, Gala Leisure Ltd



THE CHALLENGE:

Gala Bingo has 132 bingo halls across the UK providing employment for over 4,000 people. As with all organisations where employee numbers are high, there are times when internal policy is breached.

It's how the business deals with these unfortunate instances that ensures that it remains an ethical and responsible company. Which is exactly what Gala Bingo has achieved.

THE OUTCOME:

Kevin Willis, Gala Bingo's Risk Manager, is delighted with the NEAL recorders that were purchased in 2012.

Kevin explains how the recorders help him in his loss prevention role; "We have 132 sites across the UK employing a huge amount of people, there are of course times when there are going to be issues. However it's our approach in how we handle these that ensures openness and fairness for the employees and the organisation."

So how do employees feel about being recorded? Kevin tells us; "I have conducted hundreds of interviews and I haven't once had an issue with an employee not wanting the session to be recorded by a NEAL recorder. We always explain to the employee that the interview will be recorded and provide the details to our internal interview process before embarking on the session. Not one employee has refused to progress."

Both parties see the value in the NEAL recorder, as it assists in the fairness of the "internal process of investigations."

Kevin goes on to explain why a NEAL recorder and not another type of recording solution; "A note taker or standard piece of recording equipment wouldn't be as reliable as the interview recorders that we use - simply due to their limitations."

If we have had instances where we have had to go external, the Police fully accept our evidence. This is due to NEAL being known for its quality and reliability.

The main advantage is that the recorder protects both the business and the employee as it records verbatim, which a note taker couldn't do. This, alongside the simultaneous recording feature, means that each party can have a copy of the recording so that there is no doubt as to what has been said."

When asked why specifically a NEAL recorder, Kevin simply stated; "NEAL is the best. It protects both the employee and the business due to its unquestionable reliability."

**“ TRUSTWORTHY PROTECTION
OPENNESS QUALITY VERBATIM
FAIRNESS INTEGRITY RELIABILITY ”**

Contact us today to find out how NEAL recorders will support your business and employees during difficult circumstances.

Why Record Interviews?

Conducting interviews is a stressful and time consuming task. Attempting to write down everything that is said by both parties whilst also considering all of the facts.

Already used by law enforcement and commercial investigators a PACE* Act interview recorder is the efficient solution for investigative interviews and disciplinary hearings. Simultaneous recording made easy.

*Police and Criminal Evidence Act "E"

- High quality audio recorded through discreet boundary microphones.
- Dual or triple identical and simultaneous recordings of the conversation on standard audio CD (easily replayed via a standard CD player).
- Fair and impartial - a copy can be provided immediately to the person being interviewed.
- Save time and money - removing the need to word process hand written notes.
- Improved accuracy - concentrate on the interview not on taking notes!
- Simple and easy to use.



Forget taking notes... Remember to record.



The NEAL 922 IP Portable CD Audio Interview Recorder

The fully portable design with integral carrying case and internal rechargeable battery is the ideal solution where interviews are conducted in diverse locations.

www.neal.co.uk

Fixed location and portable models available in both dual and triple simultaneous. Full range of accessories including sealed interview CDs, sealing labels and transcription systems also available. If you would like details on the NEAL CD interview systems, please contact us.