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A Quarterly Newsletter from Safety Systems, Inc.

Spring 2021

LOOKING FORWARD TO A BETTER YEAR!

Last spring, we were told we needed to shut down for two weeks to “flatten the curve” of COVID hospitalizations. While the direction was well intentioned, it was impossible for us to accomplish as fire alarm and security systems still needed to be monitored, serviced and repaired. Several of our customers designated us as a critical supplier so we could continue to provide our services that helped keep their operations running properly. What we didn’t immediately anticipate was the extended nature of the restrictions, and the effect on our customers. Most construction projects shut down, and we could not access many customer sites for maintenance or installation work. Summer is typically a very busy time of year for us, as we try to complete fire safety inspections in public schools, colleges and universities over their summer break. We got the bright idea to contact our educational facility clients, and a large number of them gave us permission to do their annual fire safety inspections a few months earlier than normal, in what were basically empty buildings. This allowed us to work in a safe manner and keep the majority of our technical staff occupied with meaningful work. We are very grateful to those clients who helped us create a win/win situation!

We have a great crew of technicians, and good people are hard to replace. As the shutdown process evolved, more construction projects reopened and more businesses permitted us to work in their facilities, and helped relieve the pressure of having enough work to keep everyone busy.

We have implemented safety protocols to help mitigate the transmission of the virus. For several months, our monitoring center staff worked in separate offices so they wouldn’t be in a group setting for an entire shift. We recently completed a remodeling project that allows our staff to work together again while maintaining their distance!

It appears a number of construction projects that were deferred last year may start bidding this year, and we are adjusting to the new world we are living in. We look forward to things getting back to “normal”!

“QUARTERLY QUOTATION”

“Never in a million years did I think that I would go to the bank, wearing a mask, and ask for money.”

CELL COMMUNICATOR UPGRADES

We are focusing on completing the upgrade of existing cellular communicators this year. AT&T and Verizon have announced their intention to discontinue 3G service a year from now. Val Kelley from our office is contacting customers to make arrangements to upgrade the soon to be obsolete communicators. We have completed a large number of upgrades at this point, but will need to upgrade all of the 3G units to maintain communications once the phone carriers remove the 3G equipment from their towers.

PHONE LINE CHANGES/CANCELS

Please check with us before cancelling or changing your telephone service. If your alarm system has not been converted to another means of communication, changes to your phone service could prevent your system from communicating properly!

ACTIVITY STATS

Our central station alarm activity for October, November and December is as follows:

- **Burglaries:**
 - Commercial..... 2
 - School..... 1
 - Church..... 0
 - Residential..... 0
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 0
- **Fires:**
 - Commercial..... 0
 - Residential..... 0
- **Individuals apprehended..... 2**

COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800) 283-3659**. Our fax number is (517) 782-5670. If you prefer to contact one of us directly, we've provided our company directory.

Administration:

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Fire Alarm Systems Testing:

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Customer Service and Sales:

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