



WE'RE PROGRESSING!

Hands down this is clearly the most unusual period in our company's 53 years. We are dealing with the strong preference to keep all of our staff on board, and the logistical challenges of working safely each day. We very much appreciate our customers, who have allowed us to complete installations and inspections in sometimes empty buildings as they are dealing with similar challenges. We had made plans over the winter to reconfigure the layout of our monitoring center, to permit our operators workstations to be equipped with additional monitors. We ordered the new desks, monitors and associated equipment, and then were immediately faced with the need to provide physical distancing for our operators for safety reasons. With the approval of Underwriters Laboratories (UL), our certifying agency, we were able to locate part of our operations in a separate office so our operators could be physically separated while maintaining our required minimum staff levels.

Eventually, after several weeks of delays, our new equipment arrived and we were able to complete our monitoring center remodeling project. In late June we were able to notify UL that our temporary pandemic measures were completed, and our new configuration provides the necessary physical distancing.

Apparently the remodeling was contagious, as we took the opportunity of having some extra hands to remodel our technical services area in our Jackson office, which basically hadn't been updated since we built it in 1990. Once that was completed, we tackled updating our Lansing office, another project that had been on the back burner for a long time, we were always going to do it right after we completed a particular project!

OLD FIRE SUPPRESSION AGENT AVAILABLE!

We have partnered with Fike Corporation in providing fire suppression systems for over 30 years, and for all of that time we have provided various fire suppression agents designed to extinguish fires without the use of water. We have recently been certified in the design and installation of the Fike DuraQuench system, which uses water with a special pump to create a water mist to extinguish fires in enclosed spaces. Primarily used in power plants for the protection of turbines, the system can also be used for any enclosed space where it is not desirable to spray water through a conventional sprinkler system. The use of special piping, potable water and special nozzles creates a fine mist when the system is activated. The small particles of water, roughly 300 microns in diameter, expand over 1700 times when turned to steam by the fire source. The creation of steam does two things – it pushes oxygen out of the area and removes heat from the fire, both of which assist in extinguishing the fire.

“QUARTERLY QUOTATION”

“We were doing home renovations and, incredibly, when we knocked down a wall, we found a secret, fully furnished room. And then I remembered “We live in a duplex...””

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 April, May and June is as follows:

- **Burglaries:**
 - Commercial..... 6
 - School..... 0
 - Church..... 1
 - Residential..... 1
- **Holdups:**
 - Commercial..... 0
 - Financial Institution..... 0
- **Fires:**
 - Commercial..... 1
 - Residential..... 0
- **Individuals apprehended..... 4**

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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