



March 2020

CORONAVIRUS (COVID-19)

Dear Valued Customer,

Supreme Security and Briscoe Protective's mission is and always has been to protect the safety and security of you and your families. As we continue to learn new information about COVID-19 and its impact on our communities, please know that we at Supreme Security and Briscoe Protective are treating this situation with the utmost urgency.

Some points to note:

- Although social distancing is currently highly recommended by public health officials in order to avoid exposure and spread, we often do need to physically enter your premises in order to conduct service calls and other business. Please know that all our employees and technicians are following recommended CDC guidelines, practicing good hygiene via frequent handwashing and the use of hand sanitizer. No employees who exhibit any symptoms are permitted to continue working – whether in an office setting or at customer sites.
- Out of an abundance of caution, we have now introduced multiple additional cleaning and disinfecting rounds in our offices throughout the day. This includes disinfecting areas including but not limited to restrooms, common areas, workstations, and other areas in our workspaces.
- Although no one in our offices is exhibiting symptoms or been exposed to COVID-19, should there be exposure or a positive test result, the office(s) will immediately shut down.
- Our central station has received special designation from all appropriate authorities that central station employees are now considered "essential employees," meaning they are exempt from any potential government action where the government would restrict travel in some way. In such a case, they will be permitted to travel to and from work.
- Our central station also has a multi-tiered emergency response plan that includes load balancing among redundant monitoring centers, over-staffing during all shifts to ensure adequate coverage, and monitoring agents who have the tools to monitor accounts from anywhere.

Please know that, as we continue to navigate this unprecedented situation, the safety of our customers is our top priority. We appreciate and are honored by the trust that you place in our teams and our companies look forward to getting through this national crisis together.

Your Supreme Security and Briscoe Protective Teams

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