



WE'VE BEEN BUSY!

In November and December, our technical staff was challenged with assembling 90 panels of fire alarm control equipment for a couple of large automotive plant projects that required the equipment by the end of the year for budget purposes. Despite the relatively short time frame, our staff in our Jackson and Livonia offices met the challenge and completed three months' worth of work in less than seven weeks! Special thanks to Craig, Alan, Chad and Dean for the extra hours they put into the project and thanks to Steve Lee for keeping things on track during this challenge!

ARE YOU MAINTAINING YOUR FIRE ALARM?

Fire alarm systems are designed to protect building occupants, building contents and the building itself by providing notification of fire. However, it is not possible to tell if a system is fully operational without regularly testing it. Electrical components (like the rest of us) can suffer decreased performance from aging, control panel software may need to be updated, and even things as simple as mechanical switches can stop working correctly. We provide full functional testing of components with detailed documentation to provide assurance to you, regulatory authorities, and insurance underwriters that the system functions properly. If you would like to have us inspect your fire alarm, give us a call and ask for Kurt Scott!

HE WAS SMART AND CHECKED FIRST!

One of our customers recently called, and said they had been contacted by GE, and was told their alarm system was outdated, they needed to ask some questions and could be out in twenty minutes to update it. Our customer called us immediately, and as he suspected we are not affiliated with GE. We do not work with any outside firms to provide our services, and if there is

any doubt if someone is from our company please call us for verification — we appreciate it! Alarm customers being misled into signing additional agreements with another company is a national problem, and some aggressive firms have paid hundreds of thousands of dollars in fines and penalties in multiple states.

WE ARE A CERTIFIED WBE!

Jodi Decker has been the majority owner and Chief Executive Officer of Safety Systems for over ten years, and she recently obtained national certification through the National Women's Business Owners Corporation (NWBOC) as a Women's Business Enterprise (WBE). This certification is required from some larger companies to prove they are contracting with a WBE, so now it's official!

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!

"QUARTERLY QUOTATION"

"First you forget names, then you forget faces. Next you forget to pull your zipper up and finally, you forget to pull it down." – George Burns

POLICY UPDATE

We are changing our policy on AC power loss signals for residential customers, and unless you request otherwise, we will not call you for an AC power loss signal between 11pm and 8am. If you would like to be notified during those hours, please call Tracy or Sandy at (800) 283-3659.

ACTIVITY STATS

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

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

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:

Jodi Decker, CEO (517) 782-9541
jodidecker@safetysystems.net

Dan Decker, President (517) 782-9817
dandecker@safetysystems.net

Monitoring Center:

Tracy Morgan, Manager (517) 782-5980
tracymorgan@safetysystems.net

Technical Services:

Steve Lee, Manager (517) 782-5998
stevelee@safetysystems.net

Dawn Brown, Scheduling (517) 782-5948
dawnbrown@safetysystems.net

Adrian Area Service:

Tim Pepper (517) 263-9100
timpepper@safetysystems.net

Lansing Area Service:

Steve Pierce (517) 484-3072
stevepierce@safetysystems.net

Fire Alarm Systems Testing:

Kurt Scott, Manager (517) 782-5941
kurtscott@safetysystems.net

Fire Extinguishers/Suppression Systems:

Jeff Cattell, Manager (517) 782-5946
jeffcattell@safetysystems.net

Customer Service and Sales:

Toll Free: (800) 283-3659

Steve Carlson, VP/Sales Mgr. (517) 782-5999
stevecarlson@safetysystems.net

Amber Barber, Sales Coordinator (517) 782-5940
amberbarber@safetysystems.net

Mike Anderson - Lansing (517) 485-4558
mikeanderson@safetysystems.net

Rob Davis - Jackson (517) 782-9517
robDavis@safetysystems.net

Chad Gleeson - Jackson (517) 782-5969
chadgleeson@safetysystems.net

Bob Magill - Livonia (734) 838-0434
bobmagill@safetysystems.net

Mike Rosso - Livonia (734) 838-0435
mikerosso@safetysystems.net

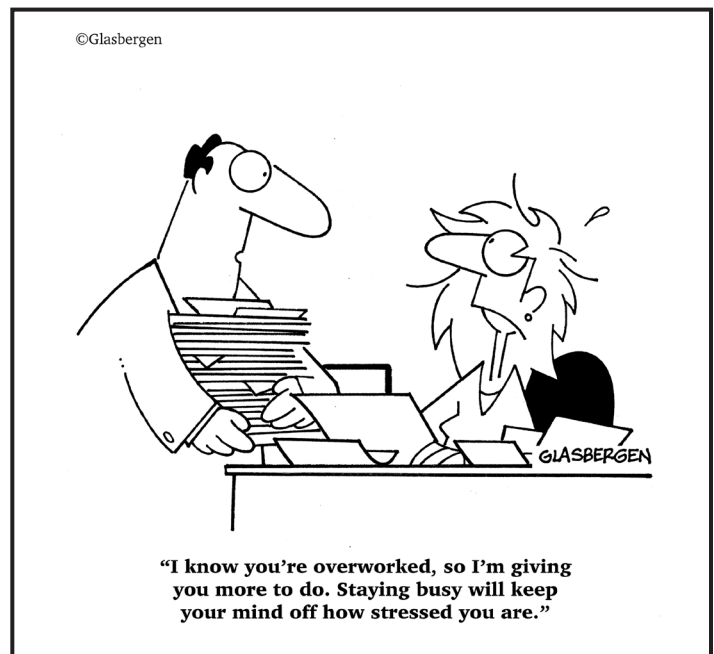
Jim Walsh - Toledo (419) 887-5810
jimwalsh@safetysystems.net

Accounting:

Patricia Brown, Manager (517) 782-9229
patbrown@safetysystems.net

Jackie Olivas (517) 782-9542
jackieolivas@safetysystems.net

Lindy Gannon (517) 782-9228
lindygannon@safetysystems.net



Newsletter editor: Dan Decker