



COVID-19 Update from Radius Security

Dear Valued Radius Security Customer,

As your trusted life safety and security provider, we want to reach out to you to give an update from the Radius Team.

Firstly, we are open for business and protecting your site. Our team is working tirelessly keeping up with our customer requests and ongoing business adjustments to ensure we keep your livelihood, assets and people – safe and secured. To that end, we have increased our already stringent hygiene and sanitization policy in our Command Center and have made arrangements for remote computer access and other communication needs so in the case of a government no-movement order, we can continue protecting your site with no service interruption. We are here for you and your business.

We are receiving many requests for expanded armed hours as businesses are reducing operational hours or temporarily closing their site or operation. Radius has developed plans to increase our staff and resources in the Command Centre to accommodate expanded armed hours for our customers. As of today, Radius will be offering expanded security coverage up to 24/7; at this time, we will waive the additional costs to our customers.

If your business is considering expanded hours, please contact us at monitoring@radiussecurity.com or 1 866 632 2407. Please allow at least 2 business days to make this change as additional site details, protocols,



operational hours and any relevant contact information is updated accordingly into our system.

MOBILE Guard dispatch to respond to open fences, workers on site and other non-crime related site activities will continue to be dispatched by Radius Security as per normal. However, due to the increased demand in our Command Center and on administrative staff - at this time, if for any reason a STATIC guard service is requested for additional security for your site, Radius Security will not be able to facilitate the arrangement and invoicing of Static Guards. We are seeing a higher demand for guard service, should you want to arrange for such service, do so as soon as possible. We have included a guard service list attached to this email.

Please continue to remind your staff to contact our Command Center at monitoring@radiussecurity.com or 1 866 632 2407 before accessing an armed site OR adding a Static Guard so we can have their contact information.

We greatly appreciate your continued partnership to keep your business and people safely secured and protected.

Please know that the Radius family is here for you, stay safe, healthy and We are in this Together.

For future updates please visit one of our website at:

<https://usa.radiussecurity.com/covid19>

<https://canada.radiussecurity.com/covid19>



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