



To our Valued Clients and Partners,

March 23, 2020

First and foremost, we hope that everyone is safe during these challenging times. Just over 30 years ago we opened our doors with the goal of providing the best products and services to our customers while making the world a smarter safer place. We are fully committed to this mission and to keeping your facilities and personnel safe and secure during these trying times.

We are adjusting to the quickly changing recommendations and mandates from the government and felt it was important to keep you informed on where we currently stand.

- **Office Staff** – Our office teams have been working remotely and will continue to do so for the foreseeable future. Emails and phone calls to our office are uninterrupted and our team will respond immediately to support your questions and direct all inquiries to appropriate personnel.
- **Installations** – Our sales and project management teams are also working remotely very effectively. They have access to all the details of your projects and will continue to coordinate installations with you and our engineering teams while following all recommended OSHA and/or CDC safety protocols. We are considered an essential business and will continue to complete current and new projects provided you allow us access to your facilities. We strongly recommend allowing us to order product for your current or upcoming projects in advance as we expect there to be widespread shortages of security related equipment for an extended period.
- **Service** – We absolutely understand the mission critical importance of the systems that we provide to our valued customers and A+ is here for you during the Coronavirus pandemic. Our 24 x 7 command center is fully functional to take your calls and direct them to our qualified remote working engineers to resolve your issues. On-site support personnel are available on a case by case basis and have been instructed to follow all OSHA and/or CDC recommended safety protocols. It is important to note that our Remote Guarding Service from our 24 x 7 Global Fusion Center is also available to assist you in safely securing and protecting your facilities without having to put your personnel in harm's way.

As always, health and safety of our employees and our customers is always a top priority and we are committed to taking all measures to help slow the spread of the virus and seeing a return to normal, or the new normal, as soon as possible. We truly thank you for your continued trust in A+ Technology & Security Solutions and extend our genuine hope that all of you, your families and loved ones remain healthy and safe.

David

David Antar,
President