



SHIVER

SECURITY SYSTEMS, INC.

dba Sonitrol of SW Ohio
dba Shiver Security Services

Dear Valued Customers:

Amid ongoing concerns surrounding COVID-19 (coronavirus), many organizations have entered uncharted territory, facing challenges that impact both our operations and our wellbeing. There is no play book for the do's and don'ts in dealing with this pandemic.

As we navigate these uncertain times, Shiver Security Systems, Inc and Sonitrol of SW Ohio remains committed to providing you with uninterrupted service and an exceptional experience while also prioritizing the health and safety of our customers, partners, and employees.

We know that you are concerned about the same things: keeping your business running and your people safe. In response to COVID-19, we have enacted business continuity plans and processes to ensure that we continue to meet your business and personal security needs as well as deliver the support and service you rely on.

Our team is here for you through phone, email, remote, and on-site support, so please continue to utilize our regular support channels. In fact we have taken additional measures to isolate and restrict access to our monitoring center allowing only essential staff access. We have moved all other staff members, cleaning, and vending crews out of our facility and they are either working from home or our Mason office.

For service requiring in-person interactions, rest assured that our leadership team is closely monitoring recommendations from the federal, state, and local government, the Centers for Disease Control, and the World Health Organization, and modifying our day-to-day operations accordingly to prevent the spread of COVID-19.

Throughout this time, we remain laser-focused on your security and driven by our purpose to make an impact every day for our customers, our communities, and our team. We are in this together.

Sincerely,

Chip Shiver, President and your team at Shiver Security Systems, Inc.

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