

## Continuity of Operations Update **COVID-19**

The United States Department of Homeland Security through the Federal Emergency Management Agency (FEMA) and the Cybersecurity and Infrastructure Security Agency (CISA) has identified the services provided by Security & Energy Technologies Corporation (SETEC) as Essential Critical Infrastructure. This means SETEC has a duty and obligation to continue business operations during this public health crisis.

SETEC is a licensed, cleared UL Listed Central Station with a public trust to monitor and respond to signaling systems for the protection of Life, Property and National Industrial Security Systems for the protection of classified programs. SETEC literally never closes, our staff is on duty twenty-four hours a day, seven days a week and three hundred and sixty-five days a year helping to protect our communities and alerting emergency responders to fire, medical and other emergencies. Emergency alert signals from fire, intrusion, medical and other critical system do not go directly to local fire departments, 911 centers or police stations they come to SETEC which then notifies the appropriate agency for response. SETEC provides emergency response support for thousands of critical facilities throughout the Washington Metropolitan Area and beyond. We are operating in an emergency status and will continue our operations throughout this public health crisis.

SETEC is monitoring and adapting our operations in response to federal, state and local government initiatives designed to defeat this COVID-19 pandemic. SETEC is taking every initiative to ensuring the safety and well-being of our employees, service partners and communities. Important actions taken by SETEC include:

- Adopting all safety and prevention guidelines provided by the CDC and Virginia Department of Health to protect the health and safety of our staff. Important health and safety information published by these organizations can be found at the following web sites:
  - o <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - o <http://www.vdh.virginia.gov/>
- Maximizing the use of secure virtual capabilities to minimize the risk of exposure to our staff while maintaining a high level of response for our customers and regulators.
- Expanding our connectivity to support the increased loads associated with remote connectivity.
- Identifying and providing additional support for staff who are caregivers for the most vulnerable members of our community.
- Ensure SETEC current state credentials and documentation confirming their status as Essential Critical Infrastructure Workforce authorized to work and travel appropriately so that they can continue providing service without disruption. Additional information can be found at the following web sites:
  - o <https://www.cisa.gov/critical-infrastructure-sectors>
  - o <https://www.fema.gov/coronavirus>
- SETEC maintains daily contact with our customers, vendors, utility providers and regulators to ensure continuity of operations.

As SETEC works diligently to maintain our services our prayers go out to our health care professionals, first responders and everyone already suffering lose from this pandemic.

Sincerely,

Chet Hahne  
President

