



**ENGINEERED
PROTECTION
SYSTEMS, INC.**

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State-of-the-Art Healthcare Meets the Future of Security



Maureen Richards continues typing furiously as we sit down for our interview. Her phone is ringing off the hook and a constant stream of people flow in and out of her office as if train #5 had just arrived at Grand Central Station. Yet she remains focused—even at ease with the pace—as if she'd spent her entire lifetime working in a hospital emergency room.

In fact, Richards has spent nearly 35 years in the healthcare field, which may partially explain her ability to tune out environmental stress. That ability seems like a reasonable requirement for someone responsible for designing and managing more than ONE MILLION square feet of commercial real estate across multiple facilities from Grand Rapids to Zeeland. That's Richards' role as vice president of facility management for Grand Rapids-based Hughes Management, one of Michigan's leading building management companies.

In the crowded field of facilities administration, Hughes Management has carefully developed a niche by specializing in the management of healthcare facilities. The Spectrum Health Surgery Center and its sister building across the parking lot on Lake Drive in Grand Rapids are just a few of the high-profile facilities it manages. The key to the Company's success is that it was founded by a medical doctor who developed the company

as a solution to what was a widespread problem—finding facilities to lease that adhered to the strict codes required for medical uses.

“As a homeowner, you might be able to relate to the difficulties of managing 2,000 square feet of space,” said Richards. “But try and imagine what one million square feet looks like and the infrastructure required to keep it clean, safe and aesthetically appealing. Now multiply that definition of “clean” by your expectations of what a doctor's office should look like and you'll have a better sense of what we do day-to-day.”

So how does someone go about managing what is the equivalent of more than 16 football fields of high-tech medical space? According to Richards, it's all about fielding the best “team.”

“When we partner with a service company, whether it is a cleaning crew or a security company, we have an entirely different set of requirements than your ordinary building would have,” said Richards. “In the end, we choose to partner with the best that West Michigan has to offer.”

Hughes Management looks to *EPS* to provide card access control, video surveillance, fire and intrusion alarm services for all of its buildings. The system allows Richards to access more than 100 security cameras any time, day or night, from the management office or from her home office. “I can perform a visual check on any one of our properties at any time of the day,” she said. “It allows us to provide the security, safety and peace of mind that our tenants have come to expect.”

Expectations are high in the medical services arena, and it appears Maureen Richards' team would have it no other way.

Editors Note: Hughes Management has a limited number of office and medical suites available at its medical office building on Burton Street (home of MVP fitness). For more information, contact Maureen Richards at maureen.richards@hughes-mgmt.com.



RESIDENTIAL SERVICES

Heat & Smoke Detection
Intrusion Detection
Furnace & Sump Pump Failure Monitoring
Emergency Medical Alert
Carbon Monoxide Detection
Video Surveillance

COMMERCIAL SERVICES

Video Surveillance Systems	Holdup Alarms	Guard Tour Monitoring
Access Control Systems	Safe & Vault Monitoring	Fire Testing
Heat & Smoke Detection	Power Monitoring	Preventative Maintenance
Fire Systems Monitoring	Industrial Process Monitoring	Mandated Inspections
Intrusion Detection	Furnace & Boiler Monitoring	Elevator Monitoring

EPS e*link Makes Life Easier



If you've visited our website, www.epssecurity.com, or read through our brochures you may have come across a term called "e*link" and wondered what it is we are talking about.

E*link is a password protected web portal that allows you to view items associated with your Central Station Account. You can review your call and passcard lists and request changes to these lists as appropriate. The e*link system is a secure,

encrypted connection provided through your home or work Internet connection.

To sign up, simply complete the registration page found at www.epssecurity.com and hit the "submit" button. We then register your account and e-mail instructions on how to access it going forward.

The e*link service is available to all **EPS** customers at no additional charge.

If you have questions regarding e*link, please contact our Central Station Systems Manager, Janet Schrier, at 616-459-1282 extension 132



LOCATIONS

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Cadillac

"Coming Soon"

Save Yourself the Cost of False Alarms



Most of us have accidentally tripped an alarm at some point or another. Whether in a haste to get logged on at work or maybe to let the dog out at

home, we've ignored protocol and unexpectedly tested the system. It's easy to do, but the ramifications can be severe. Besides costing money, repeated false alarms can damage the credibility of your location and can cause undue stress. Take the following measures to reduce your chances of a false alarm:

Be comfortable operating your system

You should know exactly how much time you have to arm and disarm your system and what sensors are active for what settings, etc. Keep your system's operating instructions handy for brush ups or to educate others who are required to operate it. Keep pets, fans and heaters away from motion sensors and be sure to close and lock all doors and windows before leaving the premises.

Everyone with a Key Needs a Lesson

Don't assume employees or family members will "figure it out" on their own. If you have visiting

relatives or kids returning from college, make sure they receive a reminder on how your system works.

Practice Accidents

No matter how careful we try to be, false alarms still happen. Don't panic when a false alarm sounds. Instead, call **EPS** or wait for **EPS** to call you before leaving the premises.

Don't be a Stranger

If you don't understand aspects of your system and/or how it works, call **EPS** customer service at 1-800-966-9199 or 616-459-0281. We're here to help, so don't delay.

If it's been more than five years since your alarm system has been serviced or maintained, call our service department at 616-459-1282 to schedule an appointment.

Finally, if you are planning home improvements or a change to your current home phone service, be sure to call **EPS** customer service so we can be sure your system will still function properly.



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