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 PROTECTION
 SYSTEMS, INC.**

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Goodwill of Greater Grand Rapids— Putting People to Work



The new Rockford Goodwill store opening Spring 2011

Goodwill is among the nation's best known non-profit organizations. The community-based program has changed lives and impacted entire communities with education and training programs that develop new skills that put people to work.

Goodwill Industries of Greater Grand Rapids serves eight counties from more than 26 location sites including donation centers, workforce development offices, retail stores, and administrative offices. All told, Grand Rapids is served by more than 500 Goodwill employees.

Kevin Eikenberry is Director of Loss Prevention and Safety for Goodwill, a role that contributes directly to the mission of Goodwill's programs.

"Our mission is to change the lives and communities that we serve, and we do that with the help of the entire West Michigan community," said Eikenberry. "The donation programs drive revenue through our retail stores. That revenue provides the funding for our job training and placement programs that put people to work."

Goodwill Industries of Greater Grand Rapids has 14 stores in eight counties, and Eikenberry is responsible for the retail loss prevention initiatives for all the stores, in addition to the 12 other facilities Goodwill operates. It was only in the past three years that the organization implemented a formal loss prevention program.

"I hit the ground running to make sure we had the pieces in place to protect Goodwill's assets," said Eikenberry, who brings two decades of loss prevention experience with him from similar positions within the retail industry. "We had basic burglary systems in place, but we needed a comprehensive plan that protected our assets and our people."

Eikenberry trusts EPS Security as his partner to build appropriate burglary and life safety systems.

"Goodwill has worked with **EPS** for nearly 25 years, but we needed to upgrade some systems and get all our systems working in sync," said Eikenberry. "The support at **EPS** is outstanding. Bob [**EPS** consultant Bob Wissink] is incredibly responsive to any questions or concerns and I can always count on great counsel when determining where to upgrade next."

Goodwill looks to **EPS** for its burglary, fire and life safety systems. In addition, Eikenberry looks to Bob and the team at **EPS** for administration of its employee card access systems.



Goodwill Industries of Greater Grand Rapids found jobs for more than 1,200 individuals with barriers to employment last year, and our communities are stronger as a result of the work of the Goodwill team.

Visit GoodwillGR.org/ for information on how you can help.



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 Security Employees Earn Prestigious National Recognition

Two exemplary employees from *EPS*'s Central Station facility were recognized for their work this past year by the Central Station Alarm Association (CSAA), the industry's top accrediting body.



Central Station operator Wendy Allerdig received an honorable mention in the Central Station Operator of the Year category of the recent CSAA Awards; Amy Jo Feliciano, *EPS* Security Central Station manager, received an honorable mention in the Central Station Manager of the Year category.

These awards honor those who have made the most significant contributions to the security and life safety industry during the past year. Only employees of security companies operating and managing their own

Central Station are eligible, and those facilities must be CSAA-approved by national testing laboratories such as UL or FM.

EPS Security is one of only nine Central Station facilities in the entire U.S. to be UL-listed, FM-approved and Five Diamond certified by the CSAA. "This is an incredible honor, but not entirely surprising to me," said Kevin Carlson, president of *EPS* Security. "Amy Jo and Wendy provide incredible leadership among our Central Station team and I couldn't be happier to call them members of the *EPS* family."

The CSAA recognitions come on the heels of the recently announced President's Medal of Honor which was awarded to *EPS* by First Alert Professional, the nation's leading manufacturer of commercial fire and burglary detection equipment.



LOCATIONS

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Test Before You Bundle



The leading cable and phone companies are battling for your business, and seemingly each day we're presented with new offers to "bundle" cable TV with phone and internet services.

If you are considering a transition from standard phone line to a cable phone system (commonly called

Voice-Over-Internet-Protocol or VOIP systems), PLEASE BE AWARE that your current *EPS* Security system MAY NEED UPGRADING to be compatible with the new VOIP phone lines.

Please call *EPS* Customer Service at 616-459-3757 or 800-966-9199 BEFORE YOU BUNDLE so we can check your system compatibility. You may also email us at customerservice@EpsSecurity.com



Get an Early Start on Earth Day

Earth Day arrives on April 22, and *EPS* Security is encouraging you to "green" your monthly bill by signing up for emailed invoices or electing for our EPS Auto-Pay program.

A simple call to *EPS* Security's customer service is all it takes to get you signed up for emailed invoices. You may register for Auto-Pay via "My Account" on EpsSecurity.com, or you can request an enrollment form be sent to you by contacting our customer service department at 616-459-0281, 800-966-9199 extension 129 or customerservice@EpsSecurity.com.

