

The following is the Keyhole Security updated Covid-19 Policy:

- Keyhole Security Inc. is categorized as an essential business.
- Our operating hours are Monday thru Friday 8:00 to 5:00
- Our afterhours emergency services are still available under the updated service rules (see below).
- Service Rules:
 - Residential Service;
 - All calls from customers requesting services for residential work shall be screened over the phone to ensure the following:
 - That the customer has a problem that cannot wait for 3 to 6 weeks to be resolved and, cannot be resolved over the phone.
 - No person within the residence is a sick, ie. fever, cough, flu like symptoms or any other conditions that would give the customer or our technician cause for concern.
 - No person at the residence is at high risk. Either by age or by medical condition such as a known compromised immune system or recovering from surgery.
 - If we determine that we can send a technician to a residence, the customer must agree to stay away from the technician, keep out of the same room(s) that the technician is working. The technician will wear a mask and gloves and wipe down, to the best of his ability, surfaces such as doorknobs or other primary points of contact as he is entering and exiting the building. The customer must also agree to assist in keeping the areas of concern wiped down and clean and accept responsibility for the overall cleanliness of their home.
 - Commercial Service:
 - All calls from customers requesting services for commercial work shall be screened over the phone to ensure the following:
 - That the customer has a problem that cannot wait for 3 to 6 weeks to be resolved and, cannot be resolved over the phone.
 - No person within the work area is sick, ie. fever, cough, flu like symptoms or any other conditions that would give the customer or our technician cause for concern.
 - No person within the work area is at high risk. Either by age or by medical condition such as a known compromised immune system or recovering from surgery.
 - If we determine that we can send a technician to a commercial site, the customer must agree to stay away from the technician, keep out of the same room(s) that the technician is working. The technician will determine with the customer if wearing a mask and gloves and wiping down primary points of contact are warranted. Our default plan is to wear all protective gear and wipe down primary surfaces however, protective gear, on some types of job sites can cause safety issues for the technician. If the technician and/or customer has any concerns as to the proper course of action, then we will reschedule the work for another time or work with Keyhole Security Management to find the best and safest solution for all parties concerned. The customer must

also agree to assist in keeping the areas of concern clean and accept responsibility for the overall cleanliness of their facility.

- Automotive Service:
 - Programming of car keys & remotes or the fitting of keys to cars with lost keys and any service requiring entering the vehicle will only be provided at our store during regular business hours. The customer must leave the car with us for at least 4 hours or as long as the technician determines. The technician will wear gloves and a mask while working on the inside of the vehicle.
 - Car opening service is still available 24 hours a day.
- Retail Store:
 - Store hours are Monday thru Friday from 8:00 to 5:00.
 - Customers are to sanitize their hands upon entering the store and exiting the store.
 - Customer to follow all social distancing procedures.
 - Customers are enter into the outlined service counter areas 1 at a time.
 - Keyhole Security staff sanitizes all counters and primary points of contact throughout the store on an hourly basis.
 - Keyhole Security staff reserves the right to ask any customers who are visibly sick, ie. cough, fever, sneezing or other obvious symptoms, to leave and come back when they are well.
- Final Notes: Our goal is to keep our interaction with customer on a safe, clean and professional basis and not put any person at risk. If any customers have addition safety concerns or requirements, feel free to let our staff know prior to asking for service and we will do our best meet the needs in the safest and most professional manner we can.

We wish you all peace and health during this time.

Sincerely,
David Langlois
General Manager