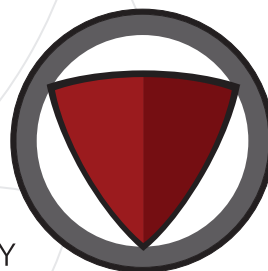


PROTELEC

ALARMS ▼ MONITORING ▼ SAFETY ▼ SECURITY



COMPANY **PROFILE**

An overview of our security and safety monitoring services, products, response solutions, and our philosophy of prevention.

Protecting Life and Property Since 1968

www.protecalarms.com
www.proteccheckmate.com

TOC

Introduction	Page 2
Corporate Information	Page 3
Emergency Monitoring Centre ULC Certification	Page 3
The ProTELEC Difference.....	Page 4
Rings of Protection	Page 5
Video Monitoring	Page 6
Integrated Intrusion and Access Control	Page 7
Virtual Keypad App	Page 8
Securing Your Entrances with Video - Intercom Door Control	Page 9
ULC Fire Monitoring	Page 10
Communication Redundancy.....	Page 11
Water Flow Monitoring	Page 12
After-Hours Call Centre Services	Page 13
Employee Safety – CheckMate Working Alone Monitoring	Page 14
Health & Safety Reporting System	Page 16
Employee Safety – SOS Pendant	Page 17
ProTELEC Deep Dive Podcasts	Page 18

Partner with Us: Discover Why Nearly 1000 Commercial Customers Have Trusted Us for Over 25 Years



As a Western Canadian family business, with over five decades in security and safety, at ProTELEC we understand what it takes to deliver and support dependable commercial security solutions.

Our commitment means we operate our own ULC-Certified Emergency Monitoring Centre, staffed with live professionally trained and certified operators and expert technical support.

This dedication has built strong, long-lasting relationships with our clients. We appreciate that nearly 1,000 commercial customers have stayed with us for over 25 years, and close to half for 15 years or more.

Your Safety, Your Way—supported By Our Team, 24/7

Since 1968, ProTELEC has operated its own ULC-Certified Emergency Monitoring Centre, giving us complete control over your security. Unlike companies that outsource monitoring, we have the freedom to tailor protocols, customize response procedures, and adapt our service to meet the unique needs of your business or organization. The result? A more responsive, flexible, and accountable security partner.



Secure Your Future with Our Comprehensive, Tailored Solutions

ULC-Certified Emergency Monitoring Centre: Operating 24/7/365, our centre holds the highest industry standards, including ULC certifications CPVXC.BP7388 (Commercial Signals) and DAYIC.S6809 (Fire Signals). We were also the first in Canada to achieve a Five Diamond rating from TMA.

Comprehensive Monitoring Services: We monitor and respond to a wide range of alarms: burglary, fire, hold-up, medical, temperature, power failure, flood, and lone worker safety checks. Visual verification for commercial burglar alarms is also available.

Leading Lone Worker Protection (CheckMate): Developed in 2003, our CheckMate Working Alone safety monitoring system protects thousands of lone workers across diverse sectors in Canada and the US, conducting over 3.7 million safety checks in 2024 alone. It ensures compliance with all Provincial Working Alone Regulations.

ULC-Compliant Response & Recording: We meet or exceed ULC response times (fire <1 min, burglary <2 min). All calls are recorded and securely stored for 24 months as per ULC standards.

Uninterrupted Operation & Redundancy: Our Emergency Monitoring Centre is equipped with multiple layers of redundancy, including UPS power backup, a diesel generator with refueling agreement, internet redundancy through multiple providers, phone system redundancy, remote operator capabilities, and a backup ULC monitoring facility.



ProTELEC Operates Differently



Built for commercial clients: ProTELEC is a family-owned, boutique security provider focused exclusively on the commercial sector. Since 1968, we've delivered tailored monitoring services, safety solutions, and responsive support designed around the unique needs of organizations.

Deep expertise, not distractions. With over five decades of emergency monitoring experience, we offer a level of focus and specialization that telecoms and broad-service firms simply can't. Our clients benefit from reliable service backed by industry-leading knowledge and proven systems.

Direct access when it matters: Our leadership team is hands-on. Clients receive the personal cell numbers of the company owners and their dedicated Account Manager—ensuring fast, knowledgeable support without voicemail menus or frontline gatekeepers.

Security That Prevents, Not Just Responds

At ProTELEC, we believe our value begins with **preventing** incidents—not just responding to them. Instead of notifying you after a break-in or act of vandalism, we provide **proactive security solutions** built around “**rings of protection**” for preemptive response.

The outer ring protects vulnerable exterior entry points with cameras and two-way audio. After business hours, unauthorized individuals approaching these areas are addressed by our trained operators. Recognizing they've been seen—and that guard or police response can be dispatched—often stops intrusions before they begin. This layer also includes perimeter security devices that trigger when someone enters through a door or window. Access control is implemented at key entry points to track and authorize staff movement.

The inner ring reinforces internal protection with motion detectors and glass break sensors placed in strategic areas—such as near rooftops or crawlspaces—catching intruders who bypass exterior defenses.

The final ring monitors environmental risks including smoke, heat rise, carbon monoxide, extreme temperatures, humidity, power failure, and water flow. These measures help prevent fire, flooding, and damage to critical systems or inventory.

With ProTELEC, you no longer have to wait for a breach to act. Our **preemptive monitoring and layered protection** help prevent physical damage, downtime, and financial loss caused not only by intrusions, but also by mechanical failures, environmental hazards, and operational disruptions.

1 PERIMETER PROTECTION

Video Monitoring of Premises' Property

- Main Entrances
- Compound
- Loitering at entrances (inside or out)

Access Control on Perimeter Doors

- Video doorbell with Access Control to verify who is at the door before opening
- Door contacts, glass break sensors on perimeter doors and windows

2 INTERIOR PROTECTION

- Motion detectors
- Access control on key interior doors

3 PERSONAL PROTECTION

- Duress and/or Hold-up buttons
- CheckMate Working Alone Monitoring
- PPE enforcement (hard hat, safety vest, safety glasses)
- Hazardous Area Encroachment

4 ENVIRONMENTAL SYSTEMS MONITORING

- Fire Monitoring
- Building Management System Monitoring
- HVAC System Monitoring
- Boilers, Furnaces
- AC Failure
- Temperature (low/high), Humidity
- Poisonous Gases
- Water leakage/usage monitoring

5 ON-CALL RESPONSE

- After-Hours Call Response and Monitoring
- Health & Safety Reporting
- Visitor Notification System

OUR 24/7 EMERGENCY MONITORING CENTRE

We are a ULC (Underwriters Laboratory of Canada) certified Emergency Monitoring Centre that monitors ULC Certified Fire and Burglary systems across Canada. **We guarantee alarm monitoring service and response by live-operators 24 hours a day, 365 days a year.** Our staff is a dedicated and well-trained team, always happy to help.







Proactive Monitoring Equals Long-Term Savings

By preventing physical damage from break-ins and vandalism, we also mitigate the additional expenses associated with repairs, insurance claims, and ultimately rising insurance premiums.

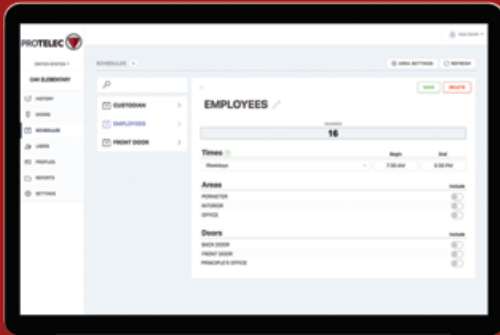


Proactive Video Monitoring Prevents Vandalism and Break-ins



-  When an intruder ventures into the established perimeter after business hours, an alarm is automatically sent to our Emergency Monitoring Centre.
-  The camera's strobe automatically begins to flash to alert intruder that they are trespassing.
-  A linked speaker also automatically notifies the intruder that they are being watched and need to leave immediately.
-  Our professionally trained EMC operators are able to visually verify the intrusion and monitor the situation in real-time.
-  If the intruder remains on the property, our operators will then dispatch our Guard Service.
-  If the intruder attempts to break-in, Police are also dispatched to a video verified break-in in progress. This initiates a significantly higher response level from the Police.

INTEGRATED INTRUSION & ACCESS CONTROL



Get Real-Time Control with ProTELEC's Unified Alarm and Access Control System—All from One App or Web Portal

Adjust Access Rights:

- Easily add or remove users (students, staff, visitors).
- Adjust access rights to specific areas within the building.
- Arm or disarm the building's security system remotely.
- Lock or unlock doors from a central location.

Push Notifications for:

- Intrusions, unauthorized entry attempts or alarm activations.
- Duress signals from panic buttons.
- Environmental conditions like temperature fluctuations in sensitive areas (e.g., server rooms, science labs) or moisture detection in areas prone to leaks.

Automated Reports:

- Generate custom arrival and departure logs for staff and authorized visitors.
- Schedule reports on a daily, weekly, or monthly basis to gain a clear overview of building activity and access patterns.

Save Administrative Time:

- Reduce time dealing with user access permissions.
- Reduce the potential for human error associated with managing separate systems.
- Reduce time training staff.



Traditional lock-and-key systems pose security risks. ProTELEC's Integrated Alarm and Access Control System offers a smarter, more efficient solution.

By combining access control and your organizations traditional security system, we eliminate the complexities of managing separate platforms.

Gain centralized control over who enters your buildings and when, receive real-time alerts for security events, and free up valuable administrative time.

VIRTUAL KEYPAD APP



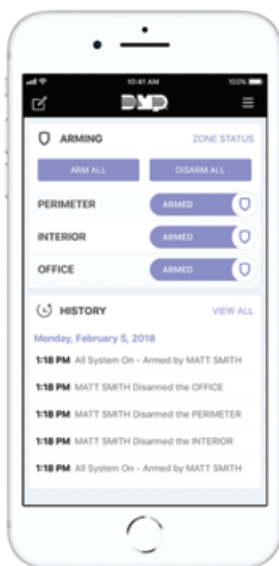
Away from the office? No problem, manage your business security & operations remotely with the Virtual Keypad app.

Connect to your security, access control and cameras all through the Virtual Keypad app from your phone or computer.

Arm, disarm and lock and unlock doors, check system and zone status, check history and view cameras.

Add or delete user codes, and even gather information about foot traffic in your business.

Do you have multiple locations? With Virtual Keypad, you can make changes to user codes and schedules once, and then apply the changes to all locations. This can be a huge time saver!



Notifications To Help You Keep An Eye On Your Business Security & Operations

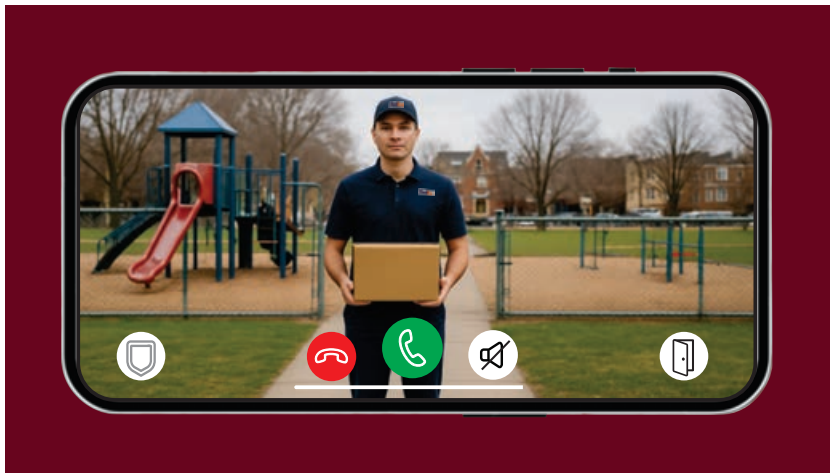
Keeping close tabs on lost revenue is important. With the "**Late to open early to close**" feature, you'll receive a push notification if your system opens late or shuts down before your scheduled closing time.

With the Virtual Keypad app you can receive notifications in cases of Alarms, Troubles and Arms/Disarms.





Additional Features Include:

- System schedule management
- Dual-authority codes
- Area-arming shortcuts
- Z-wave device integration
- Optional remote camera viewing integration
- Optional remote lock/unlock integration

VIDEO INTERCOM DOOR CONTROL



Take Control of Your Entrances: Secure Visitor Verification at Your Fingertips

-  **See:** View a live video feed of the visitor.
-  **Speak:** Communicate directly with the visitor.
-  **Verify:** Review visitor identification via the video feed.
-  **Unlock:** Unlock the door remotely for verified visitors.

Once staff confirms the visitor's identity and purpose, they can remotely unlock the door from the app on their computer, tablet or phone. If the individual is unknown or lacks a valid reason, access can be denied, protecting school personnel.



Manage Access & Protect Your Staff & Property

Visitor Verification: Clear communication ensures only authorized entry.

Remote Authorization: Staff can grant access safely without leaving their location.

Deters Unauthorized Entry: Verified camera access acts as a deterrent for unlawful intruders.

System Integration: Seamless integration with ProTELEC security systems.



Open access to many commercial or institutional buildings is no longer viable; proactive access management is crucial for a secure, safe environment.

ProTELEC's Video Intercom Door Control puts you in control of your organizations' entrances.

Verify visitors visually and verbally before granting access, all from the safety of your current location.

Proactively manage access and deter unauthorized entry.

Seconds Save Lives: Ensure Immediate Fire Department Notification

Fire alarms and sprinkler systems are designed to detect and suppress fires and alert building occupants—but **most systems are not connected directly to emergency services**. Response time is delayed!

ProTELEC's monitoring ensures immediate response: our Emergency Monitoring Centre notifies the fire department within 30 seconds of a monitored alarm – no verification needed. No critical time is wasted.



We Monitor Your Fire System for Abnormalities

- **Trouble Alarm:** System issues reported to keyholders within 5 minutes
- **Supervisory Alarm:** Connected system alerts (e.g., sprinkler or CO systems)
- **Sprinkler Monitoring:** Waterflow, low pressure, and gate valve alarms

Communication Options: Choose from active or passive monitoring solutions:

- **Active Monitoring:** Continuous supervision with check-ins every 180 seconds
- **Passive Monitoring:** Daily signal check-ins with dual communication paths required

Supported communication methods:

- Telephone line, Cellular, IP (Internet Protocol)

ULC-Certified Monitoring Station

ULC-Certified Protection You Can Trust:

ProTELEC Security + Safety Ltd. has provided trusted, ULC-Certified Fire Alarm Monitoring services since 1968. Our Canadian-operated Emergency Monitoring Centre (EMC) is ULC-listed and operates 24/7/365 to ensure your building is protected day and night.

ULC-S561 Compliance: We provide full compliance with the CAN/ULC-S561 standard for fire monitoring. ULC-S561 is the only nationally recognized standard in Canada and is referenced in building and fire codes.

ProTELEC is certified to issue ULC-S561 Certificates, providing official proof that your system meets national standards.



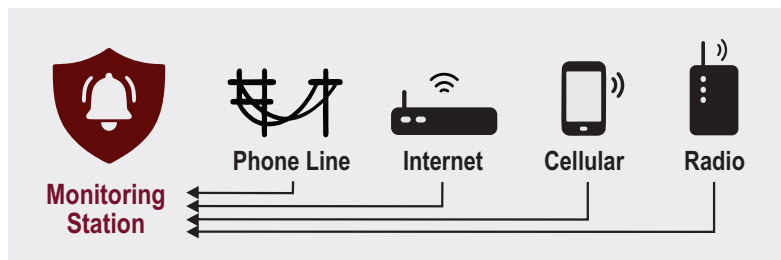
Trusted Protection Across Industries

ProTELEC Provides Fire and Sprinkler Monitoring for:

**Commercial • Education • Government • Healthcare
High-Rise Residential • Industrial**

Uninterrupted Monitoring with Multi-Channel Backup for Security Systems

The reliability of your security system hinges on one critical factor: **communication**. When telecom infrastructure falters—whether due to service outages, damaged lines, or evolving technology—your alarm system can be rendered ineffective. That's why **ProTELEC prioritizes communication redundancy**, ensuring your system stays operational and responsive no matter the circumstance.



Communication Considerations

Telephone Lines: Once standard, now costly and vulnerable to physical cuts and damage. Easy target in break-ins.

Internet: Widely available and cost-effective when building infrastructure exists. However, outages and physical line damage disrupt alarm signals.

GSM (Cellular): Long-standing solution, but must be upgraded regularly as mobile networks evolve (2G to 5G). Older devices quickly become obsolete.

Proprietary Radio: Developed by ProTELEC in the mid-1990s. Resistant to digital obsolescence and independent of third-party networks. Radios are maintained and updated by ProTELEC at no extra cost.

Redundant systems—especially combinations like Radio + GSM or Internet + Radio—help safeguard security infrastructure. **Avoid setups relying solely on telephone and internet, as both can be cut or damaged.**

Why Redundancy Matters

Single-channel failure risk:

Dependence on just one communication method (internet, phone lines, or cellular) exposes alarm systems to failure during outages or targeted sabotage.

Real-time alarm signals:

Proactive security measures like video surveillance and intrusion alerts demand uninterrupted, rapid-response communication to our ULC-Certified Emergency Monitoring Centre.

Seamless Security:

When one communication path fails, ProTELEC's layered approach steps in. It's about dependable coverage, smarter design, and the confidence of knowing you're never offline when safety matters most.

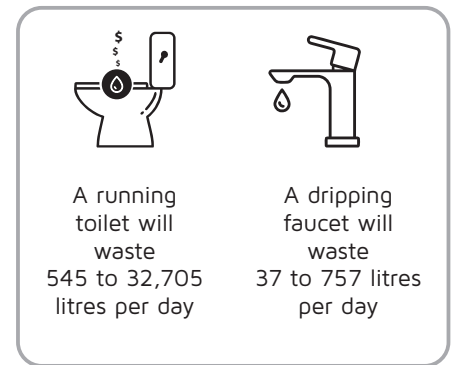
Always Connected, Always Protected

With multiple communication pathways, your alarms reach us—even when one route goes down. Whether it's a power outage, hardware failure, or telecom disruption, our layered monitoring ensures continuity. **Talk to us about upgrading or auditing your alarm system's redundancy.**

PROTELEC WATER MONITORING SYSTEM

Smarter Water Monitoring That Saves You Thousands in Damage and Waste

Benefit from 24/7 water leak detection for commercial environments. Our cellular-connected sensors work autonomously from local internet, offering real-time alerts to protect valuable assets and guarantee smooth business operations.



Our Water Monitoring System is Affordable, Easy to Install and Provides Cost-Saving Real-Time Insights



Water Flow Sensor: Non-invasive monitor strapped onto the water meter, tracking water flow up to the minute. Battery-powered and communicates with the Sensor Relay.



Sensor Relay: Installed within 500 ft of the Water Flow Monitor, it receives water flow data and alarm conditions, communicating them to our Emergency Monitoring Centre and Web Portal via GSM. Requires AC power and has battery backup.



Web Portal: Water Usage Dashboard: 24/7 access to detailed water flow data. Identifies leaks and their costs, helping you save on water expenses.



Detection of Ruptured Pipes: Learns unique water usage patterns and generates alarms for abnormally high usage, ensuring prompt response.

Flood Sensors: Place Flood Pucks in areas at risk for water damage. Alerts are generated in our Emergency Monitoring Centre for immediate action.

Get minute-by-minute insights into water use and immediate notification of floods.



Never Miss a Critical Call: Instant, Branded Answering, SMS Alerts & Built-in Escalation

Fast Response: All calls answered within two rings, with zero hold time.

Consistent Branding: Customized, branded greeting tailored to your organization.

Multiple Request Channels: Service requests accepted by phone or web form.

Instant Alerts: SMS sent immediately to the designated after-hours on-call personnel, including a link to full call details.

Automatic Escalation: Follow-up phone call from a ProTELEC operator if the SMS is not acknowledged within your defined time window.



Losing business because your after-hours call centre is slow to respond?

Have you changed after-hours call centre services only to get the same unsatisfactory results?

ProTELEC's After-Hours Call Centre is different.

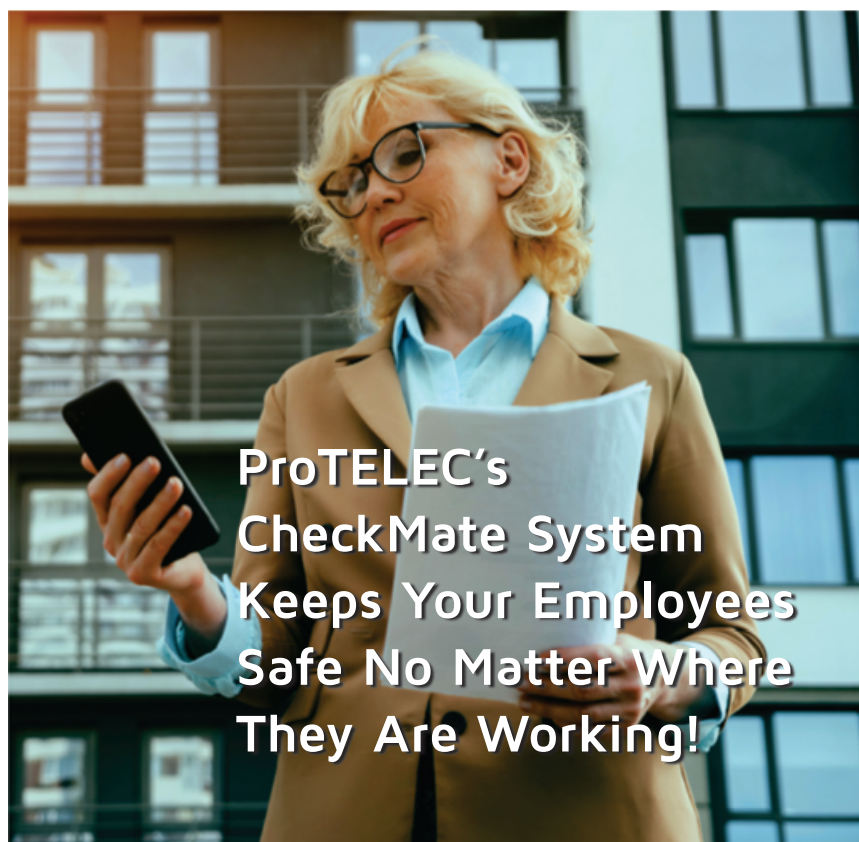
We use state-of-the-art technology to deliver call response within two rings and ZERO hold time!

Our operators follow up with your on-call staff to ensure they respond according to your expectations.

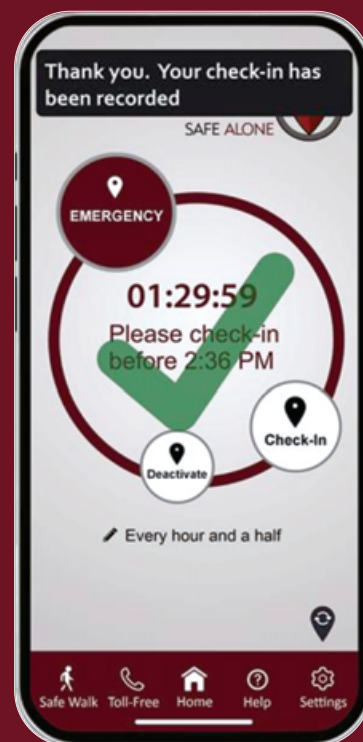
Extend Your Customer Service Without Extending Your Hours

Our highly trained operators provide professional, after-hours support via phone or email. They ensure your customers' calls are always acknowledged by following outbound notification protocols tailored to your organization's needs. A dedicated toll-free number makes it easy for customers to connect to your customizable after-hours service any time, day or night.

CHECKMATE WORKING ALONE



ProTELEC's
CheckMate System
Keeps Your Employees
Safe No Matter Where
They Are Working!



Always-On Protection for Your Lone Workers:

- **24/7 Protection with Automated Safety Checks:** Ensures continuous safety monitoring for your team, around the clock.
- **Constant Vigilance:** Failure to respond to a safety check alarms immediately alerts ProTELEC's Emergency Monitoring Centre for 24/7 professional support.
- **Immediate Help with Emergency Button & Safe Walk:** Provides quick access to assistance and enhanced security when needed.

Simplify Compliance & Safety with CheckMate:

- **Meets Provincial Working-Alone Regulations:** Guarantees compliance, protecting both your team and your organization legally.
- **No Extra Hardware or Software Required:** Eliminates upfront costs and simplifies implementation.
- **Clear Activity & Audit Reporting:** Administrator Dashboard offers comprehensive overviews and detailed records.
- **Easy Online Management:** Secure web portal to manage safety check schedules and emergency contacts.



Proven and trusted, with over 3.7 million safety checks in 2024

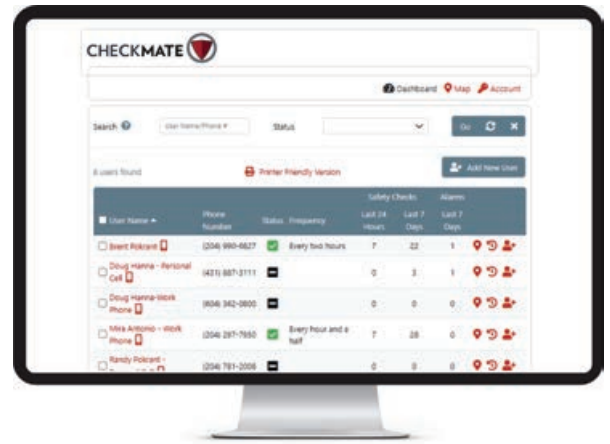
CHECKMATE WORKING ALONE

Monitor, Report, and Prove Compliance—All from One Dashboard

Real-Time Oversight: Monitor lone worker safety check compliance as it happens.

Complete Audit Trail: Access detailed logs of all CheckMate calls, outcomes, and schedule changes.

Flexible Reporting: Generate reports directly from the dashboard or receive them automatically via weekly email.



Is Your Lone Worker Program Compliant—and Effective?

Most provinces define “working alone” as any unsupervised work performed by a single employee—and legislation requires employers to take specific steps to protect them.

Employers must:

- **Identify and mitigate risks** faced by lone workers
- **Develop and train** employees on safe work-alone procedures.
- **Implement regular safety check-ins** through a reliable communication system.

Meeting these standards reduces legal risks, ensures compliance, and underscores your commitment to employee safety.

Visit our [Working Alone Resource Page](#) for your province’s legislation and guidelines.



Streamlined Incident Reporting Made Easy: A Better Way



Always Available: Accessible 24/7 via phone or online.



Seamless Recording: Phone call-in method captures details without typing.



Your System, Your Way: Customizable and branded to match your needs.



Instant Alerts: Key contacts notified via email or text with a link to the report.



Continuous Vigilance: 24/7 live monitoring ensures no incident goes unnoticed.



Insightful Dashboard: Secure Client Dashboard provides concise summaries and a searchable event history.

Automate and simplify your Health & Safety Reporting!

Are health and safety incidents at your business going unreported?

Is manually reporting incidents overly time-consuming, difficult to complete, and hard to track?

With CheckMate's Health & Safety Reporting System, the entire process is simplified and can be completed by phone or online—anytime, anywhere.

Wearable Protection: Immediate SOS & Fall Detection for Critical Safety

If an employee falls, becomes suddenly ill, or otherwise needs immediate medical attention, help can be dispatched at the press of a button.

During an emergency, it can be difficult to let others know that medical attention is required. CheckMate SOS sends an Emergency alarm and GPS location information to our ProTELEC Emergency Monitoring Centre.



Advanced Fall Detection Emergency Services 24/7 Help

Fall data is gathered from an array of sensors located in the device, including accelerometers, a magnetometer and gyroscope.

Over 190 different parameters, such as orientation change, impact intensity and speed, are collected and analyzed to determine if a fall has occurred.

Emergency Button: Simply press and hold to directly connect with ProTELEC's Emergency Monitoring Centre. Hands-free two-way communication is enabled as soon as the device is activated.

Fall Detection: CheckMate SOS is designed to sense when a fall happens and will automatically generate an Emergency alarm and contact our Emergency Monitoring Centre.

GPS Location Tracking: GPS location information is sent with every Emergency alarm. If GPS satellite information is not available, locations are approximated using geographic triangulation and cellular networks. CheckMate SOS's location services allow our Emergency Monitoring Centre to determine where an alarm was activated, even if the individual cannot verbally confirm their location.

Hands-Free Two-Way Communication: Whether the Emergency button is pushed, or the sensor detects a fall, hands-free two-way voice communication is initiated with our Emergency Monitoring Centre.

Works Wherever There is Cellular Service: With CheckMate SOS, employees can be protected and quickly assisted in case of emergencies, even when they may be working alone in the field or are stationed at remote job sites.

PROTELEC DEEP DIVE PODCASTS



Gain Insights into ProTELEC Services with Our Deep Dive Podcasts

Our 4-6 minute podcasts provide valuable information about our different services and the benefits they offer to your organization.

We strongly recommend you give them a listen.

Visit our podcast library: www.protelecalarms.com/podcasts

Partner with ProTELEC: We're Ready for You.

Building relationships with new clients is a cornerstone of our 56-year Western Canadian family business.

Our experienced team and our in-house Emergency Monitoring Centre are ready to provide you with the accessible support you deserve.

We'd love to learn more about your security and safety challenges. Let's talk. Call us today — or schedule a demo — and see how ProTELEC can protect what matters most.