



## ACME SECURITY GROUP

### CORPORATE PROFILE

#### HEADQUARTERS:

1632 West 6th Avenue  
Vancouver, B.C.  
V6J 1R3

**ESTABLISHED:** 1930 in Vancouver

**NUMBER OF OFFICES:** 2

**NUMBER OF EMPLOYEES:** 56

#### TYPE OF SERVICES PROVIDED:

- **ELECTRONIC SECURITY SYSTEMS**  
COMMERCIAL AND RESIDENTIAL
- **INTEGRATED SECURITY ACCESS CONTROL/CLOSED CIRCUIT CAMERA SYSTEMS (CCTV)**
- **TELEPHONE/VOICEMAIL SYSTEMS 'PANASONIC' SPECIALISTS**  
COMMERCIAL & RESIDENTIAL
- **STRUCTURED COMPUTER SYSTEM WIRING**

PLUS

**OUR OWN ULC LISTED MONITORING STATION LOCATED IN VANCOUVER**

#### CONTACT INFORMATION:

**604-731-8204** VANCOUVER AREA SALES AND ADMINISTRATION

**1-800-663-6693** SALES & ADMINISTRATION OUTSIDE THE LOWER MAINLAND

**604-731-4126** MONITORING STATION DIRECT

**604-714-1100** ASIAN DIVISION

**604-738-0140** FAX NUMBER

email: [mailbox@acmeprotective.com](mailto:mailbox@acmeprotective.com)

#### AFFILIATIONS & ACCREDITATIONS:

**CANASA**  
CANADIAN ALARM & SECURITY ASSOCIATION

**CSAA - ◆◆◆◆◆**  
CENTRAL STATION ALARM ASSOCIATION - FIVE DIAMOND

**SNA**  
SECURITY NETWORK OF AMERICA

**ULC UNDERWRITERS**  
LABORATORIES of CANADA

*A message from our President*

## HAPPY HOLIDAYS ONE AND ALL

*Another year is almost over! Some of us will say good riddance to 2009 as there was little joy with the economy. We must try to remember how fortunate we are to be living in Canada as compared to most other countries. Yes, we Canadians had a measure of financial pain but when compared to others, most of us had it relatively good.. We are certainly recovering much quicker than our neighbours to the South.*

*As the old, tried and true saying goes "we need to count our blessings" and must remember to keep things in perspective.*

*There is no better time than the Holiday Season to reflect on what really matters in life; FAMILY and FRIENDS.*

*I thank you on behalf of all our employees, as we are truly grateful for the continued support from our customers and look forward to serving each of you to the best of our ability throughout the coming year.*

*The management and staff of Acme wish you and your loved ones the Best of the Season.*

*Health and Happiness for 2010*

*Don Nelder, President*



**Remember** ~ if you are heading out of town for the holidays, please ensure your alarm property respondent list and dispatch instructions are up to date with our Monitoring Station.

**Will** your business be closed for extended days and/or are your business hours changing over the holidays???

**Have** you remembered to let our station know about your temporary schedule???

**Having** accurate information about your account ensures our Operators provide you with the best response to your alarm condition.

**Call** our office and speak with Erin, or email her directly at [erin@apssecurity.ca](mailto:erin@apssecurity.ca).

*Have a worry free Holiday Season, knowing that*

**Acme is there for you.**

## SERVICE DISRUPTIONS DURING OLYMPICS

Please be aware that we will try our best to service all our valued clients in a timely manner during the Olympics.

Due to the volume of heavy traffic, restricted driving lanes and no access areas, we like many other service providers will be affected and will have no control over delays in attending to your premises. We will schedule our routine and emergency service as effectively as we can, but please note that Service charges will be commence from the time the technician is dispatched enroute to your location.

Guard response times to alarm calls will also be affected, as their manpower will be reduced due to the extra personnel required for the Olympic organizers. Security companies have been implementing plans and working on this upcoming event for well over a year now and additional staff has been hired. Regardless of any and all provisions put in place, we do expect major delays.

We **highly** recommend that you arrange for service prior to February if you are experiencing any system problems or are in need of a routine system inspection. Is your system battery due for a replacement and are all your alarm devices working properly? Please call our service department now to schedule a technician.

**We ask you for your patience and understanding during the week prior, 2 weeks during and the week after the Olympic Games.**

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**SPECIAL OFFER \* SYSTEM INSPECTION & FREE BATTERY REPLACEMENT \* SPECIAL OFFER  
ONLY \$85.00 plus gst**

Arrange for your Security System to be **fully inspected and tested** during the period of  
**DECEMBER 10, 2009 TO JANUARY 31, 2010**

and we will not only perform this for a reduced rate but **we will also** replace the battery in your control panel at the same time. A service call with a panel battery replacement for most systems would cost \$145.00 plus applicable tax.

### ARE YOU TRAVELLING THROUGH UNITED STATES CUSTOMS???

The U.S. Department of Homeland Security has stated that border-crossing officials could continue to **search** any device that can store electronic media without any suspicion of wrongdoing. The revised policy ensures searches will be completed in a "timely manner" and that travelers will stay informed about the search's progress.

PLUS

Officials can still **seize** any device, including MP3 players or flash drives and look at any file on it without giving any reason.

Although these searches don't occur frequently, the best bet for travelers is to leave unneeded electronic storage devices behind. Another safe bet if traveling on business is to back up all files and data in multiple locations – this way you will never be left without access to your necessary data.



**JUST A REMINDER... the  
Home Renovation Tax Credit  
ends soon.**

*Don't forget that new Alarms and Security Systems and/or enhancements are eligible. Contact either our Sales or Customer Care department to arrange for your estimate.*

You may be entitled to a discount on your annual Insurance premiums for having a monitored alarm. Contact our office and ask for a "Confirmation of Alarm" letter that you can submit to your Insurer.



**WE ARE PLEASED TO ANNOUNCE...**



**Michelle Daigle** joined our company in early November in the position of Monitoring Station Manager. Michelle is new to the Alarm Industry but has extensive Management experience in the Telephone Communication Industry.

**Diane Cochran (Dee)** has moved from our Operations department to join our Customer Care Team. With several years of experience with Acme, she is a benefit to this department.

**Victor Cruz** has been hired as a Sales Rep to promote our amazing new Video Verification products. Victor has prior experience in the technical side of CCTV Systems.

**WARNING! Remember Debit & Credit Card fraud increases during the holiday shopping**