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THE POWER OF ONE!
ONE CALL, ONE BILL

Stronger Together

Dear Co-Workers and Valued Customers,

The first four months of the year has flown by!

Briscoe has had some **new additions to the team**, both in the office and outside in the field, which is very exciting. The team also continues to develop professionally, with more people achieving special certifications such as NICET.

Stronger together! With two Partners in Protection, Worldwide Security of Garden City/Manhattan and Scan Security of Southampton, we become more of a one stop shop. Sharing resources and experience, we are able to offer our customers more services.

In the first four months of 2018 we've continued to get the word out about our protection services and have **established new relationships** with banks, schools and hospitals, as well as growing our services with our existing customers.

It's key to **stay on top of new regulations and keep our customers informed**. We've continued to provide free classes such as the FDNY S-95, and have provided many in-service trainings. Also, with Fire Monitoring now more affordable through Cellular communication, we're currently offering new customers three months free monitoring and Apps use.

At Briscoe **we're excited** to see what the next 4 months will bring! Our people and our team culture help us succeed in an increasingly competitive environment. We always remember that our customer is King and we continue forward on our mission to protect New York – from Westchester to Montauk!

Alexander Schuil
CEO

Welcome To The Briscoe Team!

Pedro Reynoso	Jay Martinez	Jasen Jaramillo	Tyre Thwaites	Maureen Davis
Technician	Technician	Technician	Technician	Contract Sales

RECENT CERTIFICATIONS

Congratulations to …

Nicole Walter is now S-95 Certified!

Andre Atwater, Ray Condo & Frangio Elias are now S-98 Certified!

John Questel is now NICET III Certified!

Mike Petrone is now NICET II Certified!

Mike Barry, Fernando Gonzalez, John Questel & Sean Wisniewski are now Edwards iO64 & 1000 Certified!

CUSTOMER SPOTLIGHT

Family Service League of Suffolk County Inc. (FSL) is a 92 year old non-profit, non-sectarian, community-based human service agency. In 1930, they were incorporated by New York State to address problems of child welfare, unemployment and poverty.

Today, FSL manages one of the largest and most comprehensive networks of care across Long Island. They serve infants to elders with innovative programs that advocate for and empower people and communities. The agency operates 60 different programs located in 20 different communities that stretch from Huntington in western Suffolk to Greenport and East Hampton on the East End. These include:

Children and Youth Programs • Family Support Programs
Vocational Programs • Mental Health Programs
Programs for Seniors • Housing Programs

WHAT OUR CUSTOMERS ARE SAYING ABOUT BRISCOE!

Thank You!

"Lowell Hotel's employee's Christmas party was a great success, and thank you for your contribution. The winner is Iyeen Picart. She is executive office manager."

Rafael Ortiz
Director of Engineering

Briscoe Welcomes New Customers...

Bridgehampton National Bank
Li Living Trust
One Club
People's Path Inc
Suffolk Community College
AMC Theaters Empire 25
Atlantic Bank (3 Sites)
Kingos Daycare Inc
New York Commercial Bank (2 sites)
Wok Chi
Northwell Health-Huntington Hospital
The Summit at Queens College
QDoba
Steel Station Road LLC
285 North 6th LLC
413-421 20th Street LLC

And New Sites & Services!

Community Housing Innovations (20 sites)
HASC Center (2 sites)
Independent Living Association
The Center for Family Support
Wavecrest Management Team LTD
Young Adult Institute Inc (8 sites)
Bowery Residents' Committee
Catholic Guardian Services
Church of Jesus Christ LDS
Community Options Inc
Job Path
JBFCS
Reliant Realty
Queens County Savings Bank (9 sites)
Richmond County Savings Bank
Roosevelt Savings Bank
Bridgehampton National Bank
Hofstra CV Starr Building
River Plaza (America's Best)

CONTEST WINNERS

Top Row from Left to Right: Tom Manning with Barbara Kaplan from AHRC; Avi Berkovits, Liberty Star Management; Michael Graham from Brookdale Hospital; Bottom Row L to R: Don Bynum from AHRC with Denise Rueda; Denise with Eric Pluguez from Family Service League; Glenn Klimpel from BOSS Facility Services, Inc.

Last summer Briscoe ran a contest via email for our customers to enter to win a black Briscoe jacket. All the winners have received their jackets and are featured above.

Another giveaway campaign was sent out offering a free flashlight. Our winning entry was from Katy Rivera of BXL Bronx Business Incubator (pictured on right).

Congratulations to all of Briscoe's contest winners!

TRADE SHOW

John Questel & Mike Petrone attended the Suffolk County Electrical Contractor's Association Vendor's Night on Thursday, April 12, 2018. They had a table representing Briscoe and were able to discuss the new Contractor Rewards Program with the Electrician's who attended.

TRAINING

On Friday, April 13, 2018, Troy Fabunan, a Briscoe Technician for over 25 years, held the EST-3 Basic Service Procedures class for Briscoe employees. The 8-hour course covered System Orientation, Basic Programming, Standard Procedure for Replacing Devices and Issues Caused by Failure to Follow Procedures.

Troy utilized Briscoe's in-house training room equipped with an EST-3 demo board and he reviewed the EST-3 Installation Manual, Programming Manual and the 3-SDU Software.

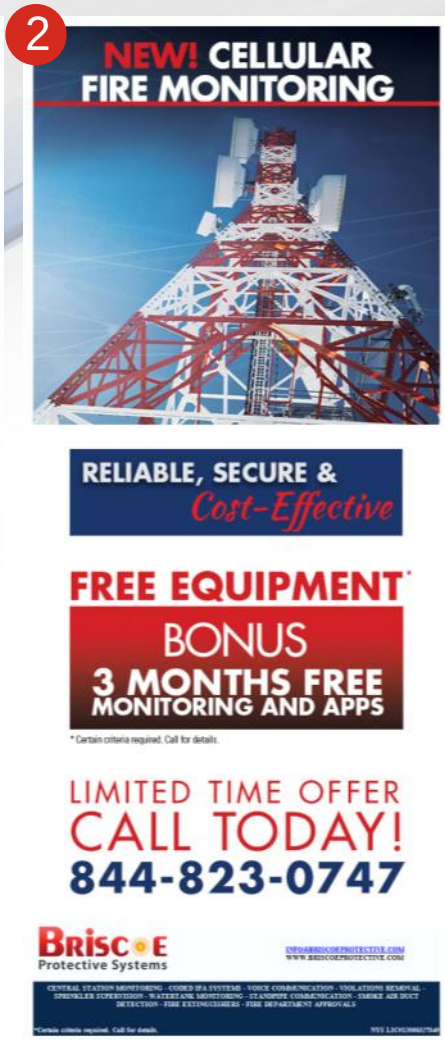
EST-3 Training with Rollie Flores, Fernando Gonzalez and Troy Fabunan.

Pictured above are: Rollie Flores, Troy Fabunan, John Questel and Fernando Gonzalez.

MARKETING

1

2



3

4

CELLULAR MONITORING CAMPAIGN — Promoting Briscoe's Use of the Most Advanced Technology!

POSTCARD FRONT

POSTCARD BACK: OFFER

COMING SOON…

Contractor Rewards Program!

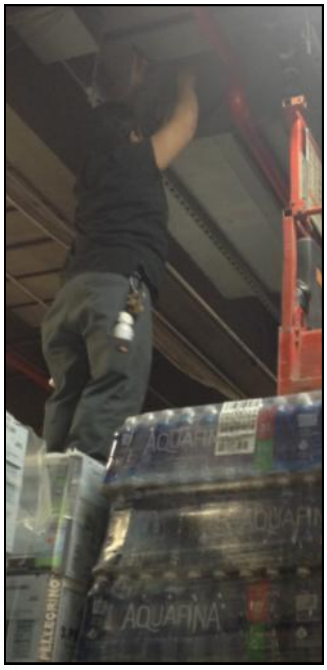
Check your email for details.

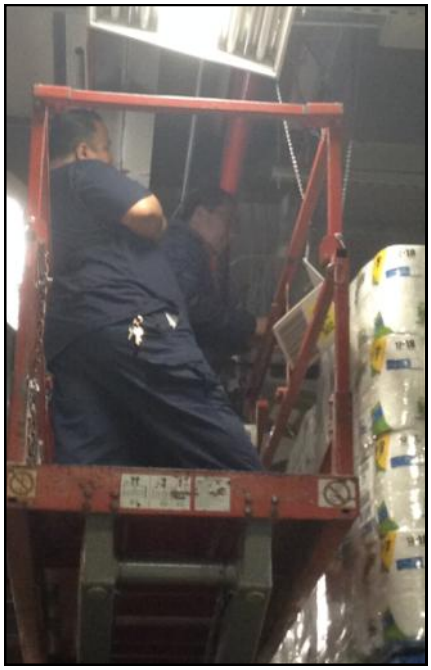
BRISCOE IN THE FIELD

Mike Berk (above) keeps it working.

Briscoe Techs making it work, keeping it working.

Fernando Gonzalez in the field.





Pictured above: Ray Condo & Rollie Flores at Fresh Direct doing high ceiling test and cleaning of duct detector.

TECH UPDATE

Briscoe Techs Are Making It Work & Keeping It Working

Reminders

- Entering job notes after every job is critical and ensures we can provide the proper support to the field and our customers.
- Entering times in the FSU is critical for job management!
- DRIVERS: Please notify service of any problems or "off normal" conditions on your trucks. We would not want a little issue to grow into a big problem.
- Make sure you stay up to date and check the Field Update Drop Box periodically. If you do not have the URL for it, please contact Mike.
- Be sure you are running the most current versions of our programming software!

IO-CU Version 4.11 Configuration Utility
3-SDU Version 5.32 Software (EST-3)
2-SDU Version 3.31 (EST-2)

If you have any questions or concerns regarding which version of software you have on your laptop, please call **Mike Petrone at 631-648-2751 or Rob Savino at 631-619-9111.**

Saving and Sending The Latest Site Programs

Please remember to save the latest version of each program in the YY.MM.DD format with a brief description of the work performed at the site, your initials and the date. Then take the time to connect to the internet using your Wireless Hot Spot and email the program to programs@briscoeprotective.com before you leave the site.

Make sure programs are sent in the following formats:
EST 2&3 (.SDU)
iO (.SAS)
DMP (.XML)

This process, and the few extra minutes it requires, will ensure that each of our technicians will have the most current program when they are sent to a site.

Programming Changes

Any time a technician adds a device or changes a program, please specify what was done in regard to updating central station. For example, if a single device is added on an EST-3 system with 400+ zones, rather than sending the full report, please indicate which zone it was added to. This saves time and streamlines the process of notifying CS.

Should you have any questions regarding saving SDU files or how to use your Hot Spot, please do not hesitate to contact **Mike Petrone at 631-648-2751 or Rob Savino at 631-619-9111.**

S-95 CLASSES

Briscoe provides free classes to help people to prepare for the FDNY S-95 Certification Exam.

Recent Classes Given:

- NYARM
- Calhoun School
- Spa 88
- Wave Crest
- West Side Montessori School
- Emmanuel Charismatic Church
- CHIPS

Matthew with attendees from Calhoun School, Spa 88, Wave Crest & West Side Montessori School.

Hendy Dabel, Chairman of Supreme Property Management was the winner of the mag flashlight from the December NYARM meeting.

Matthew & Jo Ann presenting at NYARM in December.

Free Educational Classes!

BRISCOE Protective Systems

Contact us today to set up a class for your organization!
888-274-7263 x 214 • www.BriscoeProtective.com

FDNY S95 Prep Class • Carbon Monoxide Awareness
Training to Avoid Violations • Overview of the Fire Alarm System
NYC Fire Alarm Code Requirements
NYS Fire Alarm Code Requirements
New Technology in Security, Fire and Remote Services

IN THE NEWS

Congratulations Alexander on being an honoree at the Long Island Business News "Executive Circle Awards".

The Executive Circle awards celebrates c-suites, directors and other senior level executives, who consistently demonstrate remarkable leadership skills, integrity, values, vision, commitment to excellence, company performance, community service and diversity.

IFMA Long Island - March 2018 View this email in your browser

IFMA™ Long Island Chapter
International Facility Management Association

IFMA LONG ISLAND - MARCH, 2018

Attention Associate Members: Reserve a Table For This Year's Vendor Showcase Before Space Runs Out!

This year's IFMA-LI Associate Member Showcase & Trade Show is happening June 7th. Vendor tables are already selling fast, so be sure to reserve your spot before we are all sold out! Use the link below to reserve a table, buy tickets, or become a sponsor.

2018 Vendor Showcase Information

Jo Ann Eyring's photo was featured in the March edition of IFMA Long Island. She was at their show last year and her photo was used on their site to promote this year's Member Showcase & Trade Show.

BRISCOE FAMILY NEWS

Weddings

Congratulations to
Tom Manning &
his new bride Meredith!
They were married on
Saturday, April 21, 2018.

Babies

Charlene Tedrick, her fiancé Victor Ramos & big brothers, Little Victor & Giovanni welcomed Mia Lynn on January 2, 2018.