

# Huronia



## **“TOUGH TIMES DON’T LAST, TOUGH PEOPLE DO.”**

It’s been just over a year since I joined Huronia, when I was brought on-board to help oversee the day-to-day operations across our three business locations and to help execute our strategic plans for growth throughout Central Ontario and within our own walls. What I did not know, like all of you, is that after only a few months on the job, we would be thrown into a global pandemic.

We did not know there would be community lockdowns. We did not know many of our commercial customers would be forced to close their doors or reimagine their product and service offering or that we would have to continue to navigate each day as frontline workers and essential service providers. We did not know about the physical and emotional toll that COVID-19 would bring to our community, colleagues, friends, and family.

But here is what I now know ... Canadians in general, and specifically our customers, colleagues, staff, and communities have proven to be some pretty tough people. Resilience and strength of spirit; that is what we are made of, and it is with that thought in mind that we continue to press forward at Huronia every single day.

I want to personally thank each and every one of you for supporting our staff this past year as we all tried to adapt as quickly as possible to (sometimes daily!) changes to procedures and government health and safety requirements. This pandemic has changed so many areas of our business, from how we schedule appointments, to how we conduct our day to day business and ensuring proper PPE (personal protective equipment) is used to protect our employees and our customers.

Over the past few months some of you may have experienced delays from Huronia, in responding to questions, or performing the services you are requesting, and I appreciate your continued support and understanding during these “tough” times.

In addition to the changes we have implemented to protect everyone from the virus, we have had some other challenges that have impacted us. Many of our suppliers have struggled to fill orders, resulting in backordered products, resulting in multiple trips to client sites to complete jobs.

In addition to the supply chain challenges, approximately 25% of our cottage-based customers have moved into our communities permanently, and this has resulted in a tremendous increase in demand for upgrades to existing systems. Many of our customers are making changes to their systems because of new renovation projects, or making changes to their landline and moving to cell-based options with an app for remote accessibility, etc. This increase in demand for our services has put a strain on our most valuable resource; our staff.

To help put this in perspective, pre-COVID we would typically receive 4-5 change requests per week ... we are now receiving upwards of 20 requests per day.

So again, we appreciate your ongoing patience and understanding that there has been, and will continue to be, delays in customer projects. Please be assured that we are prioritizing existing customer jobs over new job opportunities – almost 95% of the work we are currently doing is for our existing customer base.

In order to meet this increased demand for our products and services, we continue to upgrade our systems to increase efficiencies, and we continue to hire and train new staff ... thank you to those of you who have reached out to your networks to share our job postings. Our Director of People & Culture has been extra busy this year recruiting: Alarm Technicians, Customer Service personnel, Fire Safety Technicians, Sprinkler Technicians, Suppression Technicians, Locksmiths, Monitoring Station Operators, a Payroll Administrator, misc. Administration staff, multiple Sales Representatives, a Security Service and Installation Manager, a Fire Safety Manager, a Customer Service and Monitoring Station Manager, as well, additional Security Guards to help us meet customer demand.

I would like to congratulate our monitoring station staff for once again achieving 5-Diamond

Certification from The Monitoring Association. This certification affirms that our station operators are proficient and excel at communications with customers, law enforcement agencies and fire and emergency services communication centers. Their link between our customers and emergency response personnel is invaluable in keeping our customers and communities safe.

Regarding our plans for the holidays, we will continue to support our local small business communities who are experiencing financial hardship, diminished consumer confidence and what I can only imagine is their toughest year in business ever as well by encouraging our staff to support local businesses too. As we have done in years past, each office location will be making a donation to a family-in-need in the community.

I've seen a lot of change in my 30-odd years in business, but nothing like this. Huronia would not be able to support our customers if not for our dedicated and passionate team. I am grateful for their support, ability and willingness to adapt ... and for smiling (under their masks and PPE!) through some really tough times.

I am hopeful for the year ahead and look forward to continuing to work with each and every one of you. From all of us at Huronia, we wish you a very Merry Christmas, happy holidays, and a safe and healthy New Year.

~David P. Clark, President

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## HURONIA HOLIDAY HOURS OF OPERATION

Please take note of the following dates that Huronia will be CLOSED during the holidays:

Thursday, December 24, closed at noon  
Friday, December 25; closed  
Saturday, December 26; closed  
Sunday, December 27; closed  
Monday, December 28; closed

Offices open from the 29<sup>th</sup> through to Thursday, December 31, closed at noon

Friday, January 1; closed

**We will re-open on Monday, January 4th.**

Our 24/7 ULC listed [monitoring stations](#) WILL be open throughout the holiday season with no interruption in service.



Safe. Secure. And Sound.

Security & Monitoring  
Fire & Safety  
Audio Video  
Lock, Key & Safe

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