

ALARMING NEWS

WINTER 2024



A PUBLICATION FOR ALL OUR VALUED CUSTOMERS

Mourning the Loss of One of Our Own

In Loving Memory of Nathan Bourg

In November, we tragically lost a member of our family. Nathan Bourg, a skilled fire alarm technician and beloved colleague, passed away unexpectedly in his sleep.

Anthony Bourg, the General Manager of Northern Utah Fire—the branch where Nathan worked—had this to share about his brother.



Anthony & Nathan

Nathan and I have been in the industry for a long time. He had 20-plus years of experience. Our dad owned a fire protection company in Hawaii. We both spent a lot of years working there. It was the first job for both of us. Breaking down extinguishers in the powder room for five bucks an hour. We hated that part, but it was where we started and learned to appreciate it. Nathan loved the job, loved the customers. He was always trying to get every fire certificate and license possible. I can say this for sure. We will never be able to replace him.

Nathan came to Utah from his home-state of Hawaii two years ago to work with Anthony at Mountain Alarm. He quickly made an everlasting impression on all those who had the honor to work with him. We respected and appreciated him for his expertise, but more so for the incredible person he was.

He touched the lives of so many people during his lifetime. All those who knew Nathan mourn the loss, but we are grateful for having known him. We are all better for it.

We are heartbroken by the loss and extend our deepest sympathies to Anthony and his family. And we share his sentiment that Nathan can never be replaced—as a technician, a co-worker, a brother, and a friend.

E hoʻomaha ia me ka maluhia.
(May he rest in peace.)

PRESIDENT'S MESSAGE

Appreciating Our Most Invaluable Assets

We most often use this newsletter to provide information about products, services, new locations, special events, and historic milestones. We're proud to share these important updates with you each quarter.



However, as you may notice, this issue focuses primarily on employee news. Some of the news is heart-wrenching, some a reason to celebrate, and some an acknowledgment of the desire and commitment of our teams to grow and improve.

I believe we possess no greater asset than our employees. The hard-working, knowledgeable, experienced, dedicated professionals all working toward a singular mission—protecting you, your businesses, your homes, and your loved ones.

This is a time to be grateful, to reflect on how far we've come, and to recognize the important work ahead. It's also a time pay tribute to those we've lost and to those who have earned a ride into the sunset.

I tell our teams that there's never been a better time to be part of the Mountain Alarm family. And that most certainly includes you, our customers. We greatly appreciate you and your business. You are the reason we've been going strong since 1952. We look forward to sharing that bright future with you.

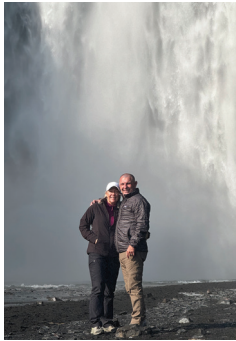
Sincerely,
Eric Garner, CEO & President

A Visionary and Accomplished Leader Retires After 38 Years

If you are a customer of one of Mountain Alarm's many brands, whether you know the name or not, or have had the pleasure of interacting with him, Scott Sessions has positively influenced your life.



Not to mention what he has done for those who have enjoyed the gift of working with him.



Scott retired in December after a career at Mountain Alarm that started in 1986. Working alongside our late CEO, Rod Garner, Scott served as chief architect in building our unique company culture.



the profound affect Scott has had on all of our lives. His commitment to positivity and selfless service permeates through the company. It's at the core of who are and what we do—most importantly of which is protecting our customers.



True to form: Like so many times before, Scott offered his thoughts on leadership and service during the recent management retreat.

His title was Senior Vice President, but for the past 38 years, he has been the heart, soul, and conscience of the operation. The leader to lift you up, give you a pat on the back, an arm around troubled shoulders, or a well-deserved kick in the pants. As an eternal optimist who is determined to see the best in people and opportunities, he has been the motivational center of our world.

Scott helped establish something special at Mountain Alarm. Anyone at our company who has worked elsewhere, regardless of industry, will tell you that there's something wholly different about working here. That can be attributed, in no small part, to

We wish Scott a happy retirement. On behalf of everyone associated with the Mountain Alarm family, we offer him our gratitude for a job very well done.

Ever the adventurers, Scott and his wife, Joan, will now enjoy more time to travel the globe. So, if you find them on a secluded beach, a remote mountain trail, or in the locals' favorite restaurant in some faraway place, stop and say hello. Particularly if you're in need of an unforgettable pep-talk.

Meeting of the Minds Benefits Mountain Alarm Managers



Our company's leaders from across the country recently met in Utah for a management retreat. The annual



gathering provides an opportunity for our executives and managers to share ideas for ways to best protect our customers and to better provide an unmatched service experience. It's also a time to reflect on how we can achieve our goal of being the best fire protection, security, and life safety company in the world.

Over several days, our management group enjoyed training sessions, discussions, presentations, and each other's company. They even found time to have a little fun with some skeet shooting and hiking in the beautiful Wasatch Mountains. Leaving energized from the experience, they headed home to spread the message to their dedicated teams.

HIGHER SERVICE STANDARDS



In case there were every any doubt as to why we're Mountain Alarm, our technician, Bridger Holtby, took this inspiring photo while doing fire inspections at Jackson Hole Mountain Resort. Not a bad day at the office.



Call 1-888-349-3455 for customer service and remember to test your system monthly.

