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PRESS RELEASE

FOR IMMEDIATE RELEASE

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STARTING WAGE INCREASE: \$20/HOUR & WELL HEALTH-SAFETY RATING ACHIEVED

Company growth leads to higher wages and health-safety certification

Syracuse, NY, October 5, 2021 – Rapid Response Monitoring, a critical response center delivering professional monitoring services, announced today that it is increasing its starting salary for new employees to \$20 per hour and that it has earned the WELL Health-Safety Rating for its headquarters facility in Syracuse through the International WELL Building Institute (IWBI).

Rapid Response employs more than 625 employees across its two locations here in Syracuse and in Corona, CA. Despite the pandemic, the company has continued to experience growth, recently acquiring the business of several large national clients that will drive substantial business over the coming months. Rapid Response currently provides monitoring services to 2.5 million customers.

“Since we founded Rapid Response, we have been committed to delivering the highest quality service in our mission to protect life & property. Our people are the core of that service and as our company grows so do opportunities for #TeamRapid. Increasing our starting salary to \$20/hour will help us retain our top talent and attract high-quality candidates as we continue to build and strengthen our team in anticipation of the exciting business opportunities coming our way.” said Jeffrey Atkins, President of Rapid Response.

Rapid Response’s facility is located in Franklin Square and has been expanded, upgraded and enhanced over the past several years to add additional employee amenities, first-class workspaces, and increased health-safety protocols. In addition to the \$20/hour starting salary, they provide a \$500 sign-on bonus and competitive perks & benefits. They were also recognized by Glassdoor as one of the 2020 Best Places to Work.

In recognition of their facility enhancements, Rapid Response’s headquarters’ facility recently earned the WELL Health-Safety Rating by the International WELL Building Institute. The WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building and space types focusing on operational policies, maintenance protocols, stakeholder engagement, and emergency plans to address a post-COVID-19 environment now and into the future.

Designed to empower owners and operators across large and small businesses alike to take the necessary steps in order to prioritize the health and safety of their staff, visitors and stakeholders, the WELL Health-Safety Rating can help guide users in preparing their spaces for re-entry in the wake of the COVID-19 pandemic, instilling confidence in those who come through the building as well as the broader community.



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“Our dedication to the safety of our employees cannot be understated. We have invested heavily in the most advanced health-safety technologies available. While we always maintained ultra-hygienic facilities including 24/7 cleaning staff, advanced HVAC filtration, and touch-free restroom technologies, due to the pandemic we upgraded to Level IV UV HVAC filtration systems and added infrared temperature cameras, UV room sterilizers, UV sterilizing wands and boxes, social distancing of staff members, and focused the 24/7 cleaning staff to sanitizing every workspace at the end of shifts.” said Atkins.

The WELL Health-Safety Rating provides a centralized source and governing body to validate efforts made by owners and operators. It leverages insights drawn from the IWBI Task Force on COVID-19, in addition to guidance on the spread of COVID-19 and other respiratory infections developed by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), global disease control and prevention centers and emergency management agencies, as well as recognized standard-making associations such as ASTM International and ASHRAE, and leading academic and research institutions, as well as core principles already established by IWBI’s WELL Building Standard, the premier framework for advancing health in buildings and spaces of all kinds.

Rapid Response’s headquarters’ facility was awarded the WELL Health-Safety Rating following the successful completion of third-party documentation review by GBCI to confirm it has met the feature specific intents and requirements.

About Rapid Response Monitoring

Founded in Syracuse in 1992, Rapid Response is a critical response center focused on saving lives and protecting homes and businesses. Whether it’s a fire at a family home, an armed intruder at a business, a missing vehicle, an evening jogger, or a lone family member having a medical emergency, our “heroes” are there to help every day. Supported by teams of experts in their respective fields, our highly trained specialists are the 24/7 backbone for thousands of alarm companies across the country. Learn more and join our team at www.rrms.com/careers.