



March 20, 2020

To Federal, State and Local Officials:

The members of our organizations play a vital role in protecting the safety and security of American families and businesses. We are committed to doing our part to help fight the coronavirus pandemic during this extraordinary time.

As states and local governments are promulgating quarantine orders, mandatory business closures and urging citizens to “shelter-in-place” to limit the spread of the coronavirus, it is critical that these measures do not inadvertently limit essential businesses and services that support the infrastructure needed to successfully fight the pandemic.

On March 19, the U.S Department of Homeland Security Cybersecurity and Infrastructure Security Administration (CISA) released the Administration’s [guidance to states and localities](#) for identifying “essential critical infrastructure workers.” We strongly encourage you to ensure that any orders issued in your jurisdiction follow this guidance in identifying essential services that should remain available, **and specifically include businesses providing electronic security, monitoring and life safety services and related equipment as essential.**

These services are covered under the CISA guidance, which broadly identifies workers that support communications systems, information technology infrastructure and essential community functions including:

- installation, maintenance and repair technicians
- dispatchers involved with service repair and restoration
- workers who support security operations centers
- workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries
- client service centers, field engineers, and other technicians
- manufacturers and supply chain vendors that provide hardware and software, and information technology equipment
- workers to ensure continuity of building functions
- security staff to maintain building access control and physical security measures

These services keep critical infrastructure such as hospitals, grocery stores, banks, pharmacies, residences, government offices and data centers safe, secure and operational in this extraordinary time. They also connect first responders to customers for police services and monitor for personal emergency response systems, carbon monoxide poisoning, fires, and health emergencies. Technicians must be able to deploy as needed to service these systems and avoid tying up first responders with false alarms or leaving customers unprotected at a time when there is increased risk.

We respectfully urge you to ensure workers assisting with electronic security, monitoring and life safety systems can remain on the job to provide these vital services under any business closure or “shelter-in-place” orders.

Sincerely,

Merlin Guilbeau, IOM  
CEO  
Electronic Security Association

[www.esaweb.org](http://www.esaweb.org)

Don Erickson  
CEO  
Security Industry Association

[www.securityindustry.org](http://www.securityindustry.org)

Celia Besore, MBA, CAE  
Executive Director  
The Monitoring Association

[www.tma.us](http://www.tma.us)