



Subject: Important Notice Regarding RockGlass Security Glazing and Emergency Access

Dear Customer,

We hope this letter finds you well. We greatly appreciate your continued trust in Rockglass products to provide enhanced security and protection for your property and the people inside. Your safety and security are our top priorities, and we want to ensure that you are fully informed when using Rockglass to protect your property.

Our Rockglass Security Panels and Hybrid Sealed Units are designed to provide enhanced levels of protection while maintaining the appearance of real glass. However, Rockglass will not break like real glass. Due to the extreme toughness of Rockglass, standard tools and methods typically used by fire departments may not be sufficient to gain access in the event of an emergency.

It is out of an abundance of caution that we recommend that you inform your local fire department about the installation of Rockglass products in your buildings. Providing them with this information will enable them to take the necessary precautions to ensure they are equipped with the appropriate tools and techniques for gaining access if needed.

Here are a few key steps we suggest:

1. **Contact your local fire department:** Reach out to your local fire department and notify them about the presence of Rockglass security glazing products in your building. Provide them with the details about the locations and types of products installed, for example: Rockglass Security Panels(retrofit), Rockglass Security IGU, Rockscreen security panels.
2. **Request an Inspection:** Consider inviting the fire department to conduct a walkthrough of your premises. This will allow them to familiarize themselves with the layout and identify any areas where specialized tools might be required.

MUNRO GROUP



3. **Emergency Preparedness Plan:** Ensure that your emergency preparedness plan includes information about the Rockglass Security Glazing and the potential need for alternative access methods. **It is never recommended that people to break glass to escape a fire. Ensure a proper egress plan is in place and followed.**

We believe that taking these proactive measures will help enhance the safety of your buildings occupants and ensure a swift and effective response in the event of an emergency. If you have any questions, please do not hesitate to contact us.

Thank you for your attention to this matter and for choosing our products to protect your premises.

Sincerely,

ClearSecure