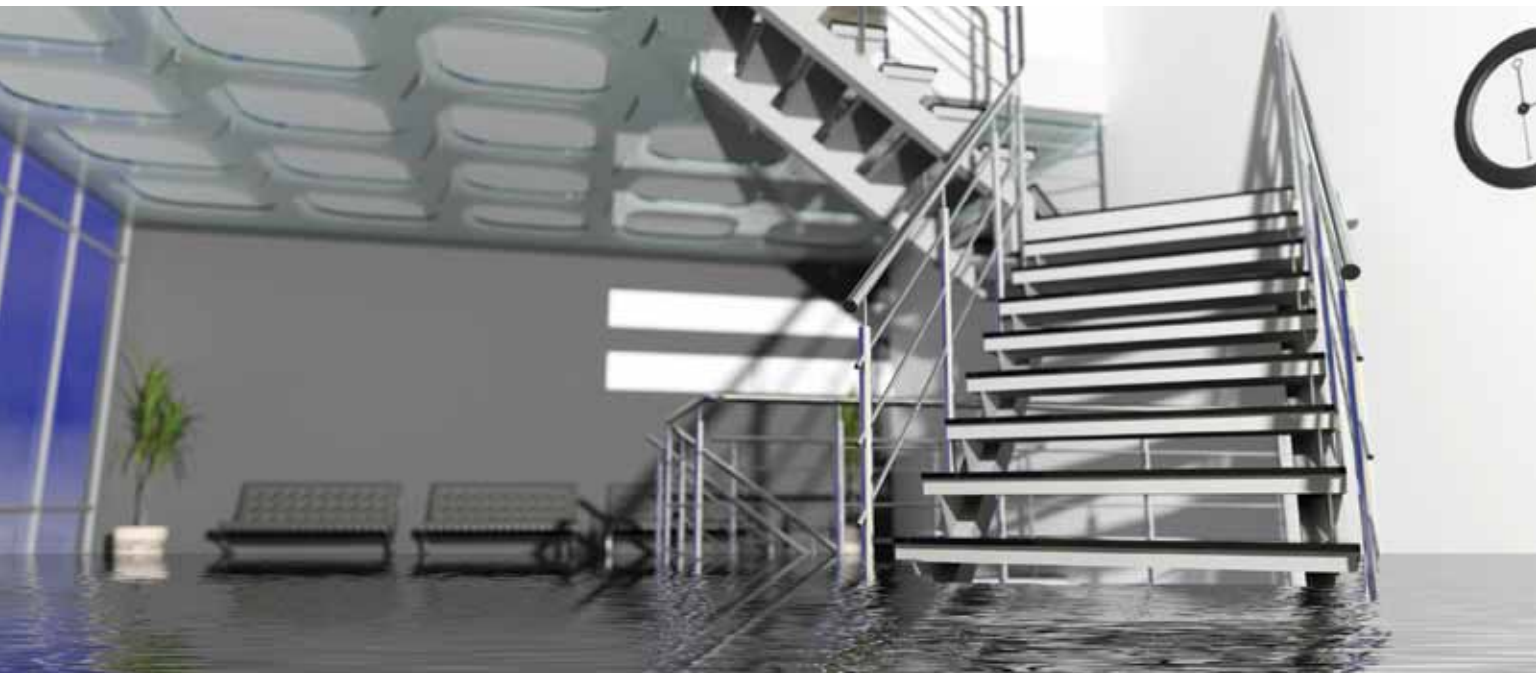


**firstonsite**  
Commercial Division



A large loss requires  
a large response.



According to the US-based Strategic Research Institute, “Companies that aren’t able to resume operations within 10 days of a disaster are not likely to survive.”

## FirstOnSite Commercial Division

Our mission is to deliver rapid and superior disaster restoration services to Canadians in times of emergency.

We protect, preserve and restore order. We put things right – the right way – each and every time.

- We offer commercial property owners the peace of mind that the job will get done quickly and professionally
- We provide insurers with a coast-to-coast assurance of quality and consistent service so that they can confidently recommend us

The needs of our commercial clients are immediate and unique. In a property loss situation, immediate emergency mitigation is key – possibly to your very survival.

We are a corporate entity. Our corporate structure creates degrees of speed, scope and scale unequaled in our industry, and produces unmatched abilities to service the unique needs of our commercial customers.

## 1. National corporation

- We are the largest independent emergency restoration company in Canada
- With 40+ locations nationally, we deliver 24/7 emergency services in times of crisis
- Our size allows us to rapidly mobilize large amounts of people and equipment
- Nationwide investment in technology continually improves client experience and satisfaction
- Our structure allows for consistency of service delivery, process and protocols across the country
- We are led by a dedicated leadership team with an expansive scope of experience

## 2. Largest privately owned equipment inventory in Canada

- Equipment stationed across the country ensures immediate access in times of emergency
- Our national fleet of tractor trailers and support vehicles allows rapid mobilization
- Leading-edge technology and state-of-the-art building drying equipment ensure efficient restoration services

## 3. Operational excellence

- We have a dedicated operations team
- We have a dedicated administration team
- Our team is made up of industry leaders: we directed restoration efforts at the largest office tower fire in Canada, restoring (among other things) over 60,000 boxes of documents; we have handled major flooding events at universities and hospitals across Canada and our leadership led teams in New Orleans immediately after Hurricane Katrina, and again after Hurricane Ike
- We have developed a National Large Loss/Commercial Training Program to standardize process across the country

## 4. Proprietary *Time and Materials Plus II* tracking and billing system

- Specifically designed for complex commercial restorations
- Proprietary to FirstOnSite in Canada
- Flexible – able to track and bill multiple units/owners/buildings for the same loss
- System automatically calculates based on agreed-upon contract with an attached price schedule
- Includes a three-step internal audit process
- Daily input of data improves speed of service
- Transparency of the final invoice: enables detailed, full disclosure

## 5. PREP – Priority Response Emergency Plan

PREP is a partnership program – a collaboration between you and FirstOnSite to help your businesses prepare for a property disaster, and get you quickly back in business afterwards.

PREP is our commitment to our commercial and large loss partners. It is a discussion and planning session that takes place before any disaster occurs. It is simply our ability to help you plan for an emergency, and best utilize our expertise to help you manage the situation as quickly and as safely as possible. By partnering with us beforehand, you will know who to call when a situation arises. You will know what to expect, and you will have peace of mind knowing that someone who knows your business is prepared and ready to respond.

FirstOnSite's mission is to provide peace of mind to our commercial partners, before, during and after a disaster situation.

Committed  
to service,  
leadership,  
transparency.



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