



PREP - Priority Response Emergency Plan

FirstOnSite Restoration is the leading Canadian disaster restoration company, providing remediation, restoration and reconstruction services for residential, commercial and industrial sectors nationwide, and for the US large loss and commercial market. Our corporate structure distinguishes us within our industry, providing unequalled degrees of speed, scope and scale. It also provides unmatched abilities to embrace innovations and technologies that help us meet the unique needs of our customers.

EMERGENCY RESTORATION SERVICES:

- Catastrophe Cleanup
- Fire & Smoke Damage
- Water Damage
- Wind, Tornado & Hurricane Damage
- Mould Remediation
- Hail Damage
- Environmental Cleanup

FIRSTONSITE'S PREP PROGRAM IS A PARTNERSHIP PLAN – A collaboration between you and FirstOnSite to help large commercial businesses and their tenants prepare for a property disaster, and quickly get back in business afterwards. It is a discussion and planning session before any disaster occurs. It is our ability to help you plan for an emergency, and best utilize our know-how to help you get through it as quickly and as safely as possible. It allows us to know your facilities, needs and business priorities beforehand. It allows you to be confident that you will receive priority service by a trusted and knowledgeable partner when the next event occurs. Weather events are happening with more frequency, and oftentimes with more severity. At the same time, insurance deductibles are increasing. By partnering with us beforehand, you will know who to call as soon as a situation arises, you will know what to expect in terms of service and pricing, and importantly, you will have peace of mind knowing that someone who knows your business is prepared to help you. PREP is our commitment to our commercial and large loss partners.

PREP PARTNERSHIP HIGHLIGHTS

- Provides prioritized response over non-PREP clients
- Provides for the immediate mobilization of resources and equipment upon notification of a loss
- Includes pre-identified communication and reporting standards
- Includes Site review and walk-through
- Integrates into existing emergency plan and service teams (e.g.: Operational, Maintenance, Security)
- Minimizes losses and claim costs
- Reduces downtime by allowing for the expeditious return to occupancy and normal operation
- No service fee for planning

FIRSTONSITE HIGHLIGHTS

- Canada's largest independently owned non-franchised restoration company, with the ability to serve commercial customers with US operations
- Largest privately held equipment inventory in all of Canada
- More than 1,100 service personnel nationwide with rapid resource mobilization capabilities
- Specialized, highly trained and professionally certified work force
- Standardized claim management processes
- State-of-the-art technology, equipment and service processes
- Integrated claim tracking, scope preparation, pricing, and billing systems
- Centralized 24/7 on-call emergency response
- Consistent, Transparent, and Accountable

1.877.778.6731

**24-HOUR EMERGENCY
RESPONSE LINE**

PREP@FirstOnSite.ca

**YOUR
PROPERTY
IS OUR
PRIORITY**