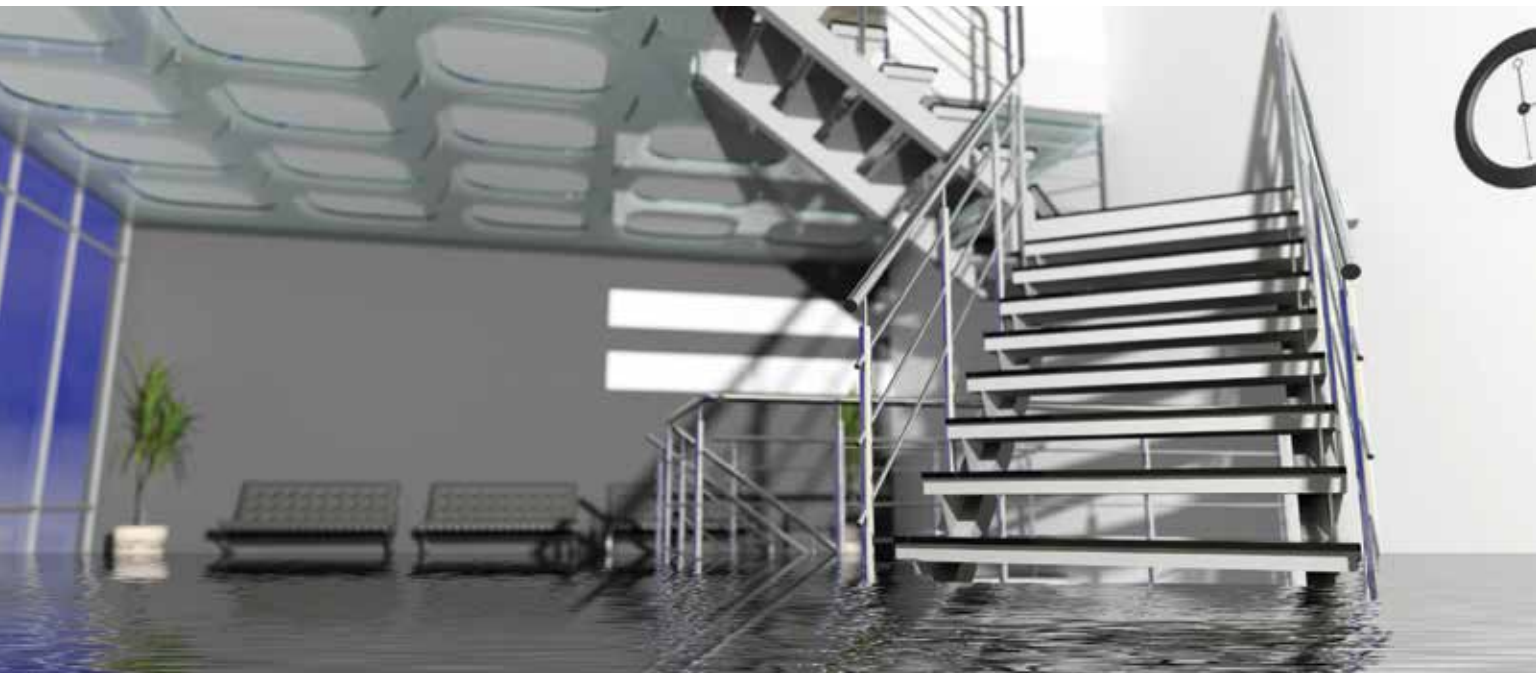




A large loss requires  
a large response.



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 in times of emergency.

- 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 unequalled in our industry, and produces unmatched abilities to service the unique needs of our commercial customers, and their insurers.

## 1. Corporately Structured

- We are the largest independent emergency restoration company in Canada servicing US commercial properties from our US headquarters in Nashville, Tennessee
- With 40+ locations, we deliver 24/7 emergency services in times of crisis
- Our size allows us to rapidly mobilize large amounts of people, equipment and resources
- Ongoing investment in technology improves client experience and satisfaction
- Our structure allows for consistency of service delivery, process and protocols across all our locations
- We are directed by a dedicated leadership team with an expansive scope of experience

## 2. Extensive Resources

- Largest privately owned equipment inventory in Canada with US based depots
- 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
- More than 1100 dedicated employees, a network of affiliates, suppliers and vendors throughout North America ensures rapid and consistent service

## 3. Transparency and Timeliness

- Time and Materials Plus II tracking and billing system
- Designed for complex commercial restorations
- 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

## 4. Operational & Leadership Excellence

- Experienced leadership ensures knowledge, organization and coordination during emergency response situations
- Network of trusted vendors, suppliers and contractors enables immediate mobilization and drives response-right action in Canada and the US
- Dedicated Large Loss unit made up of industry leaders
- We mobilized manpower and equipment and set up a 10 acre command center after the wildfires in Slave Lake, led mitigation and restoration efforts at major industrial plants crippled by fires and tornados, directed restoration efforts at the largest office tower fire in Canadian history and led teams in New Orleans immediately after Hurricanes Katrina and Ike, and after most major US hurricanes over the last decade.

## 5. PREP - Priority Response Emergency Plan

- Our partnership program – a collaboration to help prepare for a property disaster before one occurs
- Goal - to get you quickly back in business afterwards
- Before any disaster occurs we help plan for an emergency, and best utilize our expertise to help manage the situation as quickly and as safely as possible
- By partnering with us beforehand, you know who to call when a situation arises. You know what to expect, and you will have peace of mind knowing that someone who knows your business is prepared and ready to respond
- PREP is our commitment to our commercial and large loss partners

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

Committed  
to service,  
leadership,  
transparency.



170 University Avenue, Suite 403, Toronto, Ontario M5H 3B3  
| P | 416.480.9155 | F | 416.205.1162 | [www.firstonsite.ca](http://www.firstonsite.ca) |