

"Quality & Trust began at our roots...in 1953"

*Service*MASTER
Restore

SM
serving York Region

Company Profile



1180 Kerrisdale Boulevard, Suite 3
Newmarket, ON, L3Y 8Z9

Phone: 905 - 853 - 3111

Toll Free: 1- 888 - 853 - 3111

Fax: 905 - 853 - 2342

E-mail: inquiry@servicemasterofyr.com

Table of Contents

INTRODUCTION	3
OUR MISSION STATEMENT.....	3
COMPANY HISTORY	4
OUR COMPANY	5
OUR TERRITORY	5
CORPORATE STRUCTURE	7
LOCATIONS	8
SERVICE VEHICLES	10
EQUIPMENT	10
OUR SERVICES	11
SERVICE SUPPORT	12
SERVICE KNOWLEDGE	13
POLICIES AND PROCEDURES.....	14
INSURANCE DETAILS	18
AWARDS AND ACHIEVEMENTS	19
TESTIMONIALS	21

INTRODUCTION

ServiceMaster Restore serving York Region is a disaster restoration company specializing in emergency and reconstruction services. Founded in 1958, we have maintained a standard of excellence for over 50 years. We provide immediate response and mitigation towards residential, business, and institutional adversities. We are prepared to handle any type of situation with the utmost care and proficiency. Our company is dedicated to exceptional consumer satisfaction and is committed to providing impeccable service.

The head office of *ServiceMaster Restore Aurora/Newmarket serving York Region* is located in Newmarket, Ontario. Although the majority of our business transactions occur at these premises, we retain several other locations in order to sufficiently warehouse insured possessions and sustain reconstruction methods. The functional geography of our company includes all of the Greater Toronto Area. Our focus resides essentially in York Region towards the eastern shoreline of Lake Simcoe, as our proximity permits us to efficiently mediate these locations.

We attend to disasters of various natures, with the expertise that enables us to sufficiently respond to the situation. We do everything necessary to ensure the property to its pre-loss conditions.

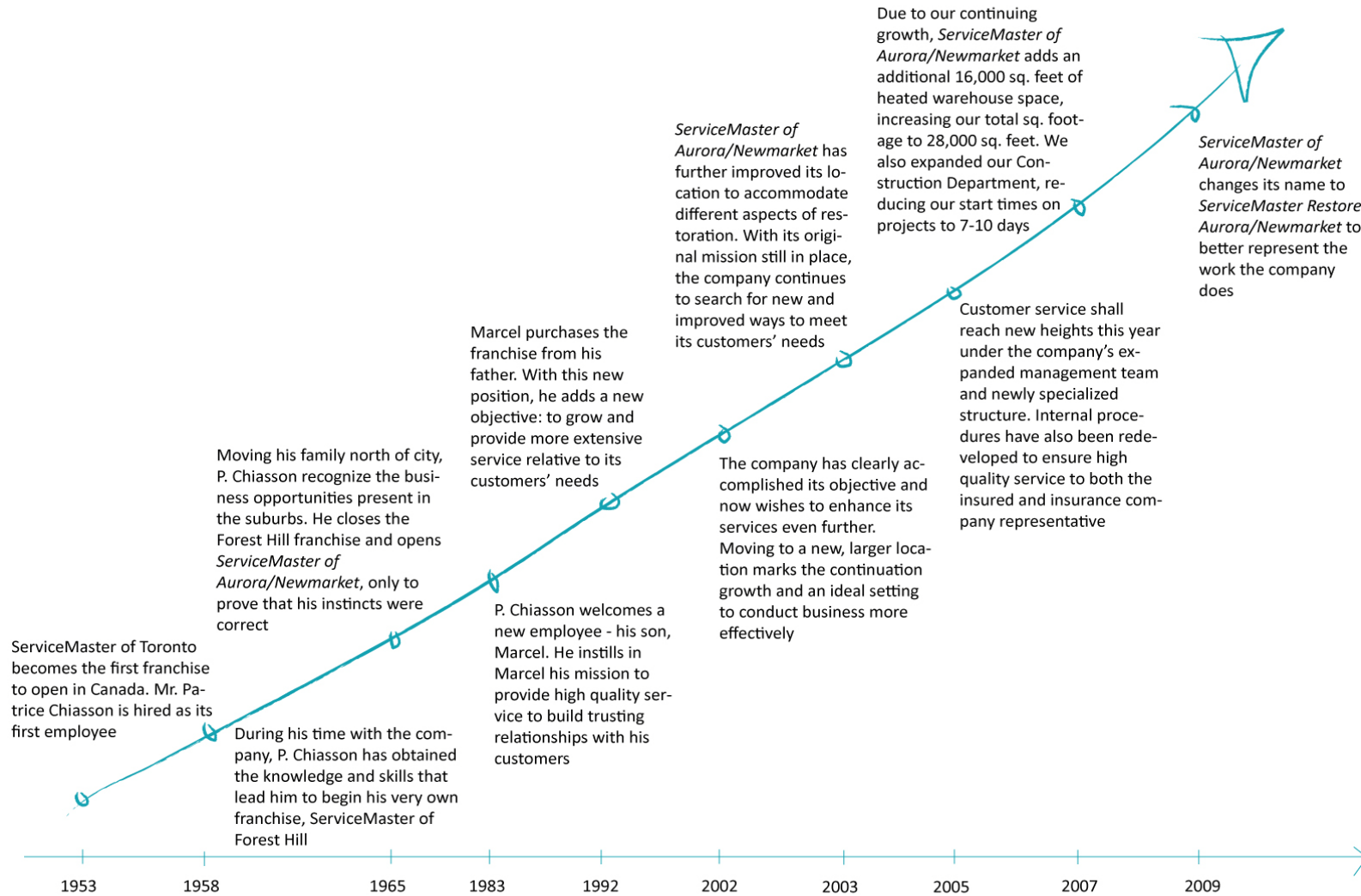
ServiceMaster Restore serving York Region is committed to an advantageous work relationship. We consistently operate with a philosophy of excellence in order to ensure superior job completion and absolute consumer satisfaction.

OUR MISSION STATEMENT

ServiceMaster Restore serving York Region is committed to a standard of excellence. Our mission is to provide exceptional service anytime and every time.



COMPANY HISTORY



OUR COMPANY

ServiceMaster Restore serving *York Region* specializes in all aspects of mitigation and reconstruction in relation to damages caused by...

- Fire
- Water
- Vandalism
- Nature
- Vehicle impact
- Oil spills



SERVICEMASTER RESTORE SERVING YORK REGION OFFERS...

- Post-disaster and construction cleaning
- Complete restoration and construction
- Contents removal and temporary warehousing
- General and specialized cleaning
- Dry-cleaning and laundry
- Carpet and upholstery cleaning
- Fabric protection
- Smoke and odour control

WE PROVIDE SERVICE TO...

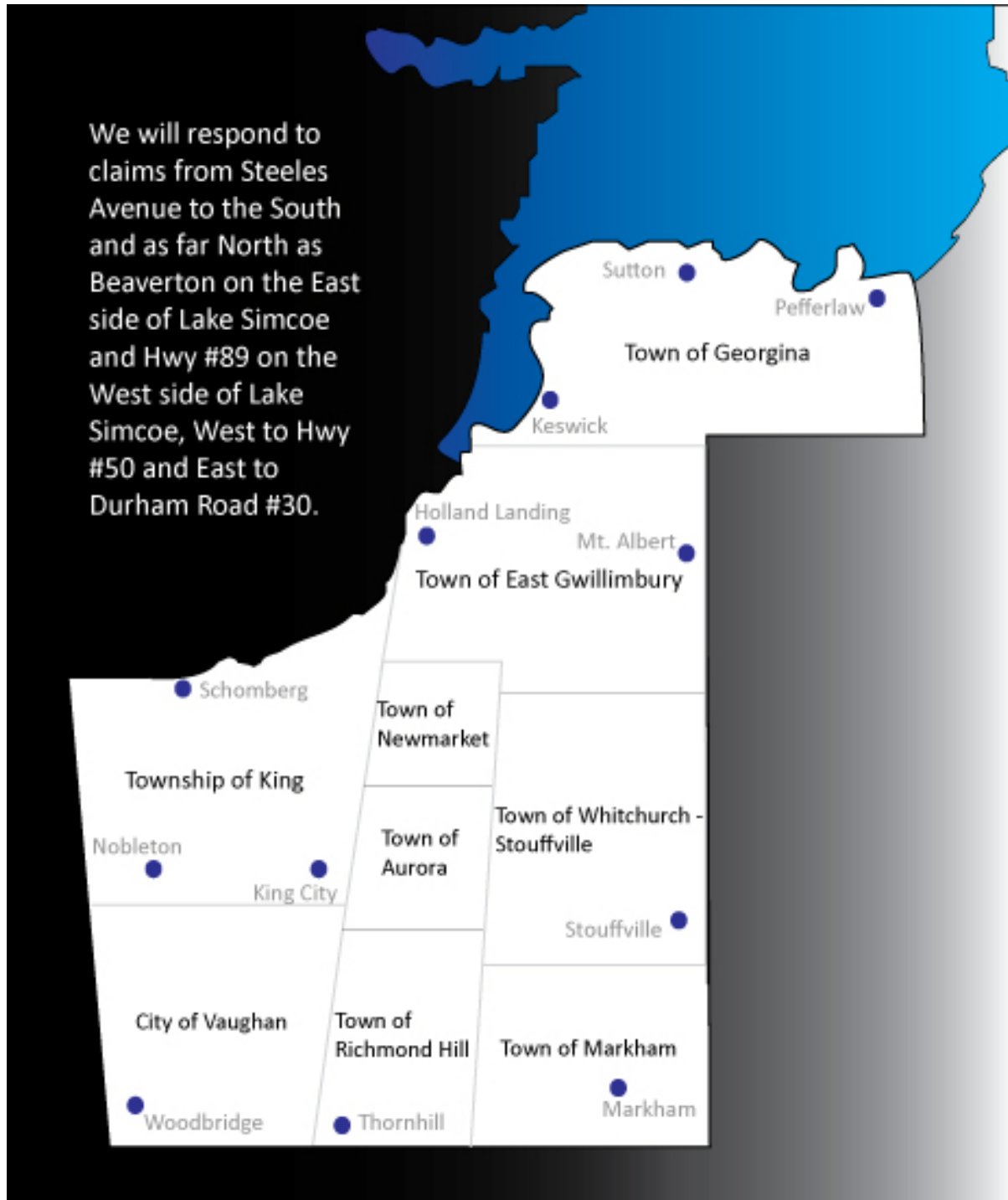
- York Region
- Orangeville
- South Simcoe Region
- Georgina Township

The postal codes below indicate the vast region where *ServiceMaster Restore* serving *York Region* also services. Please see the following page for a map of our territory.

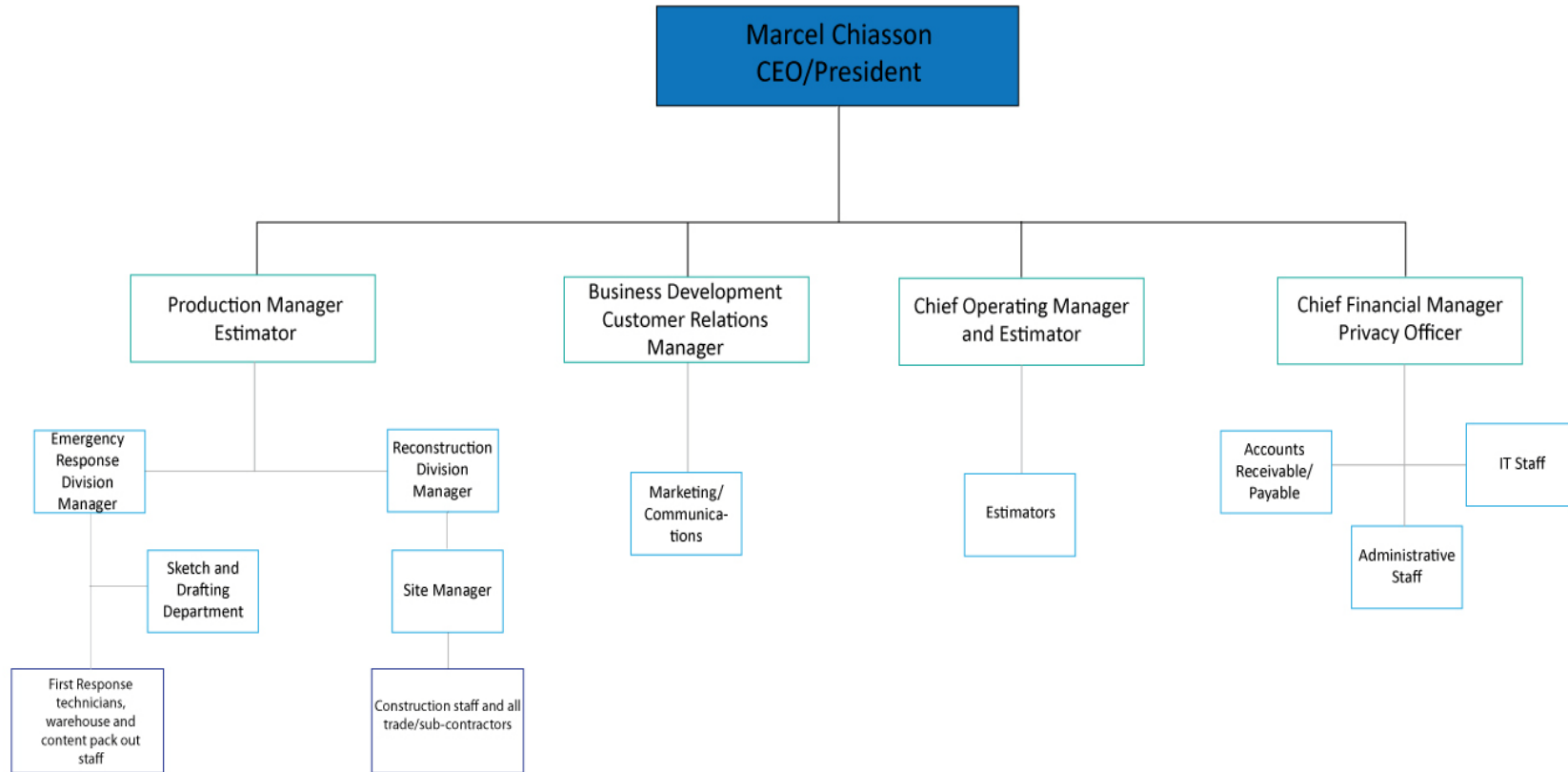
L0C – L0E – L0G – L0H – L0K – L0L – L1Y – L3P – L3R – L3S – L3X – L3Y – L3Z – L4A – L4B – L4C – L4E – L4G – L4H – L4L – L4P – L4S – L4T – L5A – L5B – L5E – L5G – L5P – L5R – L5S – L5T – L5W – L6A – L6B – L6C – L6E – L6G – L6P – L6T – L7B – L7E – L7K – L9N – L9N – L9S – M1B – M1C – M1E – M1G – M1H – M1K – M1L – M1M – M1N – M1N – M1P – M1R – M1S – M1T – M1W – M1X – M1V – M2H – M2J – M2K – M2M – M2N – M2R – M3A – M3H – M3J M3K – M3L – M3N – M4A – M4B – M4C – M4E – M4G – M4H – M4J – M4L – M4M – M4N – M4R – M4S – M4T – M4W – M4X – M4Y – M5A – M5B – M5C – M5E – M5G – M5H – M5J – M5K – M5L – M5N – M5P – M5R – M5S – M5T – M5V – M5W – M5X – M6A – M6B – M6C – M6E – M6G – M6H – M6J – M6K – M6L – M6M – M6N – M6P – M6R – M6S – M7A – M7Y – M8V – M8W – M8X – M8Y – M8Z – M9A – M9B – M9C – M9L – M9M – M9N – M9P – M9R – M9V – M9W

OUR TERRITORY

Below is the outline of *ServiceMaster Restore* serving *York Region's* territory, but not limited to:



CORPORATE STRUCTURE



LOCATIONS

ServiceMaster Restore serving *York Region* has three locations. These facilities enable us to sufficiently manage claims with various measures and procedures. Our total square footage is approximately 26,000 enabling us to efficiently manage all operating features of our company.

HEAD OFFICE

Our head office is the primary location for all of our business transactions. All staff members are situated at this location and direct business through this facility. The office area has been carefully designed, decorated and furnished to accommodate all business activities in a professional, yet comfortable manner. This site encompasses about 8,000 sq. feet.

The warehouse area has been divided into separate and secured areas in order to maintain the efficiency of our company. A specified section is utilized by the Construction Department in the form of a carpentry workshop. The workshop is used to construct a variety of items used for the reconstruction of damaged properties. The remainder is designated as a warehouse and storage facility manipulated by the First Response Team. This area is for equipment and content storage, as well as to clean and dry various contents taken from damaged properties.



WAREHOUSE



This location is predominantly utilized for the Construction Department. This facility serves as a storage site for construction tools and materials. This 2,000 sq. feet area is also used for painting and any other reconstruction-related needs.

CONSTRUCTION UNIT

Encompassing about 16,000 sq. feet, this location is primarily utilized as a storage facility to warehouse contents retrieved from damaged sites. There is a wash station onsite which enables our staff to clean various contents as necessary. This latest acquisition is intended as a safe and secure location to house and protect client's property.



SERVICE VEHICLES

All of *ServiceMaster Restore* serving *York Region* company vehicles receives regular maintenance to ensure safety and prompt arrival to the jobsite. Our vehicles are utilized to ensure secure transportation of staff, materials and equipment to each location. All vehicles can be clearly identified with the *ServiceMaster Restore* logo and colours.

We maintain numerous vehicles which have specific designation to ensure the efficiency of company and departmental operations. We current have 22 vehicles in total which includes the following:

- 1 Chevrolet Silverado
- 2 Ford E350
- 1 Ford F550
- 1 Chevrolet Unicell
- 6 Ford F150
- 2 Ford Focus
- 4 GMC Savana
- 1 258 Toyota Hino
- 1 Pace American Trailer

EQUIPMENT

In order to sufficiently provide superior service to our customers, we own and operate various sorts of equipment. These mechanisms enable *ServiceMaster Restore* serving *York Region* to fulfill our obligations and commitment to remediation of diverse claims. Our equipment inventory is encompassed by the following:

- 195 Air Movers
- 50 Dehumidifiers
- 22 Air Scrubbers
- 13 Vapour Sharks



OUR SERVICES

ServiceMaster Restore serving *York Region* restores damages to properties caused by fire, water, mold, vandalism and nature. The following features are included in our service:

[POST-DISASTER AND PRE-CONSTRUCTION CLEANING](#)

Our cleaning staff is trained to use appropriate cleaning methods and chemicals for different types of surfaces.

[DAMAGE ASSESSMENTS AND REPAIR ESTIMATES](#)

Our building estimators inspect damages thoroughly in order to identify all repairs necessary and provide an accurate estimate of repair costs.

[COMPLETE RESTORATION AND RECONSTRUCTION](#)

Our tradesmen apply a wealth of knowledge and skill to produce high-quality, finished results every time.

[REPORT LETTERS](#)

Our estimators send letters to report progress and respond to any questions or concerns of both the adjuster and the property owner.

[ON AND OFF-SITE MEETINGS](#)

Our estimators encourage meetings between all parties involved to discuss all projects or to resolve any issues that may arise.

[CONTENTS REMOVAL, WAREHOUSING, INVENTORY, CLEANING AND DELIVERY](#)

All insured contents are removed from the property, stored in our warehouse, itemized in detail, cleaned property, and delivered. If necessary, the owner is welcome to visit our location to view our contents process and/or to retrieve certain items.

SERVICE SUPPORT

ServiceMaster Restore serving *York Region* is here to serve our customers in the best possible way. Starting from the call you make to us, until the job is done, our promise to you is that you will receive the best service and work available.

24-HOUR EMERGENCY SERVICE

During business hours, telephones are answered by live receptionist. After hours, all calls are forwarded to a live answering service who then immediately contacts our management team and emergency response technician by cellular phone. All executive staff is also equipped with a blackberry device which is on their person at all times. This feature increases the accessibility of our staff members and enables them to be continuously connected with incoming claims and pertinent information.



TWO-YEAR GUARANTEE

As part of our Partner's Pledge, *"We promise to do the job right the first time, or we do it over."* If, within two years of our completion date, our workmanship fails to maintain its original condition, we will repair it at our expense.

CONTINUING EDUCATION SEMINARS

We offer educational seminars to the insurance industry. Our seminars include extensive information about different types of property damage, mitigation and equipment demonstrations. Our seminars are recognized by RIBO as accredited continuing courses.

SERVICE KNOWLEDGE

ServiceMaster Restore serving *York Region* is not an advocate of empty promises. Our reputation for reliable, quality service has been earned through years of displaying superior expertise and results. This qualification is supported by the fact that *ServiceMaster Restore York Region* employees are professionally trained through various certification programs and abide by the safety rules of the industry.

ServiceMaster Restore York Region has earned the following certifications relevant to their position from these institutions:

Institution of Inspection, Cleaning and Restoration (IICRC)

- Applied Microbial Remediation Technician
- Applied Structural Drying
- Carpet Cleaning
- Fire and Smoke Restoration
- Odour Control
- Water Damage Restoration

En-Safe

- Fall Prevention and Protection Awareness

Other

- Forklift Training
- Workplace Hazardous Materials Information System (WHMIS)
- Building Codes
- Super Safety



Certified Firm



POLICIES AND PROCEDURES

ServiceMaster Restore York Region pledges that all claims will be subject for inspection within 24 hours of receiving them. In the case of an after-hours emergency, a telephone response will be given within 15 minutes and technicians will be on site within two to four hours.

ServiceMaster Restore York Region is aware that, in event of an emergency, there is often no time for an adjuster to determine whether or not a claim will receive coverage. This is why property owners are required to complete a sign a “Customer Authorization Form”. The form states that the property owner agrees to full financial responsibility of all services provided if the loss is not covered by his/her insurance provider.

THE PARTNER’S PLEDGE

- We will answer your call anytime, day or night
- We will perform any authorized services or schedule an appointment within 15 minutes of receiving your call
- We will complete the job right the first time, or we will do it over
- We will show we care by our professional manner and appearance, and by products and procedure we use
- We will honour a two-year guarantee on all services provided

PERSONAL PROTECTIVE EQUIPMENT POLICY (PPE)

The objective of this policy is to minimize employee injuries through the proper use of personal protective equipment (PPE).

All *ServiceMaster* employees must wear hard hats, work-grade trousers and shirts, CSA Grade 1 boots, and CSA Approved safety glasses while working on construction sites. In addition to proper attire, cleaning technicians must wear appropriate PPE according to chemical WHMIS labels. Carbon filter respirators are required while working on oil spill containment projects.

All PPE must comply with the Ontario Occupational Health & Safety Act (OHSA) and comply with all safety procedures in this document. Furthermore, OHSA procedures supersede policies in the *ServiceMaster Restore York Region* Health & Safety Policy.

HEALTH AND SAFETY POLICY

ServiceMaster Restore York Region is committed to protecting its employees, customers, and their properties from accidents. To fulfill this commitment, *ServiceMaster* and its agents must follow industry safety practices and comply with government legislation.

We believe that proper management and employee involvement in the development and maintenance of health and safety policies can minimize accidental losses. *ServiceMaster Restore York Region*

employees must follow loss prevention policies relative to design, operation and maintenance of facilities and equipment. Employees must always perform tasks according to *ServiceMaster* procedure.

SERVICEMASTER RESTORE

ServiceMaster Restore regards our employees as the most valuable asset in the company. We are committed to providing a safe and healthy work environment through a proactive occupational health and safety improvement process.

To fulfill this commitment, everyone must work together to provide and maintain a safe and healthy work environment that meets or exceeds all legislated and industry standards. We will apply the continuous improvement process to health and safety and will strive to control or eliminate all reasonably foreseeable hazards that may result in accidents, personal injury/illnesses, fires, security losses or other property damage.

The corporation, management, employees, guests, contractors, and subcontractors share responsibility. We are all responsible for accident prevention, therefore we must be dedicated to, and demonstrate behaviour that supports a strong, proactive safety improvement process. We all must lead by example, placing safety ahead of everything else we do. Employees are expected to follow all safe work practices established by management.

We must all work and support our health and safety program, to ensure that the necessary resources are made available to the program, and to consider the safety and health impacts and opportunities in all decisions.

All members of management, the Joint Health & Safety Committee and Health & Safety Representative, and all workers must join together in making health and safety an integral component of every job we do, every product we sell, and every guest we serve. Health and safety is a key requirement for our success and viability as a company.

HAZARD COMMUNICATION POLICY (HCP)

The objective of this policy is to ensure that all *ServiceMaster Restore York Region* employees are trained in accordance with the Occupational Health & Safety Act and government regulations.

Before bringing chemicals into the workplace, managers must evaluate and inform employees of any known hazards. Material Safety Data Sheets (MSDS) are also available to employees.

Prior to permitting use of hazardous chemicals, managers must inform employees and others under *ServiceMaster Restore York Region's* supervision, of hazards and appropriate protective measures.

Upon changes in criteria, managers must document and edit training programs and ensure that the HCP is available to employees during work hours.

ServiceMaster Restore York Region is responsible to implement and maintain the HCP. The Joint Health & Safety Committee (JHSC) administers the HCP. The JHSC is responsible for identifying, documenting

and informing management of any hazards associated with *ServiceMaster Restore York Region* production and equipment. The JHSC annually reviews the written policy so that it complies with hazard communication standards. Individuals who do not follow this policy will be disciplined.

PRIVACY POLICY

Our Commitment to Privacy

At *ServiceMaster Restore York Region*, the collection, use and disclosure of identified personal information is essential in allowing us to provide disaster restoration services. The following policy and guidelines are established to regulate the actions of *ServiceMaster Restore York Region* and our employees.

ACCOUNTABILITY

ServiceMaster Restore York Region will be accountable for the personal information that we have in our holdings and ensure that we adhere to the principles laid out in legislation.

Identifying Purpose

ServiceMaster Restore York Region will identify the purpose for the collection of personal information at or before the time the information is collected.

Consent

ServiceMaster Restore York Region will obtain appropriate consent for the collection, use or disclosure of personal information.

Limiting Collection

ServiceMaster Restore York Region will limit the collection of personal information to what is identified as necessary under the purpose for collection.

Limiting Use, Disclosure and Retention

ServiceMaster Restore York Region will not use or disclose personal information for reasons other than for which it was collected. Retention of information collected will only be retained for as long as necessary for the purposes collected.

ACCURACY

ServiceMaster Restore York Region will maintain personal information ensuring that it is as accurate and up-to-date as possible.

SAFEGUARDS

ServiceMaster Restore York Region will make all our policies and procedures regarding the management of personal information available to individuals.

INDIVIDUAL ACCESS

ServiceMaster Restore York Region, upon written request will inform an individual of the existence, use and disclosure of their personal information as well provide them with access to their personal information and opportunity to review it for accuracy within a reasonable time and at applicable cost.

PROVIDE RECOURSE

ServiceMaster Restore York Region will investigate all complaints about our privacy practices, please contact:

Privacy Officer, ServiceMaster Restore York Region

1180 Kerrisdale Blvd., Suite 3

Newmarket, ON

L3Y 8Z9

Phone: 905-853-3111 or 1-888-853-3111

INSURANCE DETAILS

LIABILITY INSURANCE

Agent: Carter Insurance Group Inc.

Coverage: \$5,000,000

CONTRACTORS POLLUTION LIABILITY (CPL)

Agent: National Brokers Insurance Services Inc.

Coverage:

- \$1,000,000 Contractors Pollution Liability Limit
- \$1,000,000 Policy Aggregate Limit
- \$1,000,000 Fungus/Spore Remediation and Related Services Sub-Limit of Insurance – Claims Made Standard Wording
- \$1,000,000 Fungus/Spore Remediation and Related Services Aggregate Sub-Limit of Insurance – Claims Made Standard Wording

WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)

Account #: 1425153

Firm #: 181683C

Type: Homebuilding Operations and Carpet Cleaning

FIDELITY INSURANCE

All of our staff is bondable.

AWARDS AND ACHIEVEMENTS

ServiceMaster Restore York Region realizes that it takes more than just being eligible to service needs. Experience is also a key factor and learned skills must be utilized in order to obtain sufficient knowledge. Awards and achievements are a solid indication of a company's experience and proven track record that a company goes above and beyond the standard requirement. The following achievements demonstrate the established credibility of *ServiceMaster*.

2008

- Platinum Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

2007

- Platinum Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

2006

- Platinum Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

2005

- Marion E. Wade (1898 – 1973) Achiever Award, *Disaster Restoration, ServiceMaster Clean*
- President's Achievement Recognition, *Disaster Restoration Ruby, ServiceMaster Clean*
- President's Achievement Recognition, *Disaster Restoration Sapphire, ServiceMaster Clean*
- Platinum Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*
- President's Achievement Award

2004

- Marion E. Wade (1898 – 1973) Achiever Award, *Disaster Restoration, ServiceMaster Clean*
- Gold Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*
- President's Achievement Award, President's Achievement Recognition, *Disaster Restoration Opal, ServiceMaster Clean*

2003

- Marion E. Wade (1898 – 1973) Achiever Award, *Disaster Restoration, ServiceMaster Clean*
- Gold Revenue Achievement Award, *Disaster Restoration*
- President's Achievement Recognition, *Disaster Restoration Topaz, ServiceMaster Clean*
- Gold Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

2002

- Marion E. Wade (1898 – 1973) Achiever Award, *Disaster Restoration, ServiceMaster Clean*
- Silver Revenue Achievement Award, *Disaster Restoration*
- Gold Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

2001

- President's Achievement Recognition, *Disaster Restoration Executive*
- Gold Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

2000

- Marion E. Wade (1898 – 1973) Achiever Award, *Disaster Restoration, ServiceMaster Clean*
- Gold Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

1999

- Marion E. Wade (1898 – 1973) Achiever Award, *Disaster Restoration, ServiceMaster Clean*
- ServiceMaster QRS (Quality Residential Specialist)
- President's Achievement Recognition, *ServiceMaster Disaster Restoration Director*
- Bronze Revenue Achievement Award, *Disaster Restoration*
- Silver Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

1998

- Bronze Hammer Club, *Revenue Qualifications, ServiceMaster Disaster Restoration*

Other

- SUCCESS Magazine – Franchise Gold 100 #1

TESTIMONIALS

Testimonials are an exceptional method to authenticate reliability and superior service. The *ServiceMaster Restore York Region* commitment to excellence is evidenced by the following few affirmations:

“The laundry room and powder room are completed! Everything looks great. Everyone who came to work in my house was courteous and professional. Thank you very much.”

- *Susan MacDonald, 2009*

“...Extremely happy with ALL THE CREW MEMBERS that did work at my home. They were very professional. I am very pleased on how well they acted in my home and how well they spoke to me...the people treated me like a human being and I am very pleased on that...THANK YOU ALL FOR A GREAT JOB!!!!!!”

- *Donna Smith, 2007*

“Just thought I’d let you know that I received a phone call from the insured, Joe Pavan, and he is absolutely thrilled with the level of service he is receiving during his emergency...did an amazing job. [ServiceMaster] were on site today and did an amazing job. They were courteous, nice, neat and clean and he wanted me to make sure their superiors were notified about how great of a job they did today. He is very happy with us at this time. Great job guys!!”

- *Ida Brown, 2007*

“I would like to pass along some very positive feedback from Todd. I just got off the phone with him. He has absolutely praised ServiceMaster and your staff. He said that everyone has been very accommodating, people are quick to respond and his calls are answered immediately. He thanked me for setting him up with ServiceMaster. Great job and hats off to everyone involved.”

- *Heather M. Barrett*
CIP Claims Representative, 2007

“Spoke to Mrs. Luxton yesterday and she could not say enough about the EXCELLENT service EVERYONE provided for them. The repairs were completed...they were quite pleased with the results and when you and insured met to go over the final little bits to be done...you showed up got them done and out of there. Insured stated she has your customer satisfaction questionnaire and no doubt she will have lots of good things to say. This is a perfect file...not one call from the insured other than to say how pleased they were. Thank you.”

- *Peggy Encil*
Adjuster, 2007

“No words or gift are enough to express how much we appreciated all your help. That it is your job is a given – that you showed such kindness and caring is not, that comes from the heart. From our hearts, we thank you for bringing calm to a difficult time!”

- *Dean and Debbie Williamson,
2007*

“Unfortunately, during the summer of 2003 disaster struck our home with a very serious house fire. ServiceMaster was there right away; professional and empathetic while taking control of a situation when we were at a loss....were impressed by their ability to complete all work assigned in a professional and timely manner with above standard trades people. We are happy to say our home was completely restored to its normal state and are very satisfied with their work...[would] recommend them highly for any restoration needs of your home.”

- *Mauro and Jackie Peca, 2005*

“Yesterday, we received a very nice letter from our insured Mrs. Donaldson. It is certainly a treat to receive such a letter as it seems so seldom the opportunity arises to be thanked by a customer for service rendered. We pass this letter on to you and it is not necessary to return same.”

- *R.J. Yates
Morden & Helwig Ltd., 1965*

“It must be mentioned how pleased we are with the prompt, efficient service we have received from ServiceMaster. Their work was very well done and by courteous co-operation at all times. We have personal problems throughout (my wife broke an ankle) and they “took it in their stride”. We thank them, and feel that they are worthy of any jobs you may have for them.”

- *D.G. Tait
Morden & Helwig Ltd., 1965*

