

Emergency Service Response Plan

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1. Overview

Emergencies, such as broken pipes, water leaks, and other incidents that require an immediate clean-up, can have a devastating effect on service and client relationships. If handled professionally, they can positively impact the client relationship. This emergency response plan outlines how we will respond to our client's emergency service needs.

2. Emergency Response Strategies

This Section defines the steps that we will take when emergency service needs arise.

- We will respond to minor emergencies, such as broken pipes, and leaks, on a fee for service basis.
- If an emergency arises during regular working hours, we will divert adequate staff from their normal assigned duties to assist with cleanup of the affected area, under the direction of our supervisor. They will remain there until the situation is controlled or resolved and they are directed to return to their regular duties. Any outstanding priority work will be re-assigned as needed by the site manager.
- If a major emergency escalates beyond what can be handled by site personnel, project staffing (special services) are available.
- During off hours, clients can notify us by calling our local branch office. Each office may be contacted twenty-four hours per day and 365 days per year. In some instances, clients may have direct access to our management team. In either case, we will then respond by marshalling staffing resources and equipment to appropriately respond.
- If the scale or scope of the emergency service exceeds our expertise (e.g. haz-mat clean up) we will assist the client in finding a qualified firm. In any cases we have existing partnerships with specialty firms that can be used.