

# STRONE™

Your emergency & restoration professionals



## MEDIA KIT

Company Overview	1
Branch Map	3
Branch Directory	4
STRONE Corporate Brochure	6
STRONE Document & Commercial Structural Drying Brochure	8
STRONE After Hours DIRECT	10

### STRONE MANAGEMENT SERVICES (SMS)

#### HEAD OFFICE

2717 Coventry Road  
Oakville, Ontario L6H 5V9  
TEL: 905.829.5707  
FAX: 905.829.4909  
EMAIL: [claims@strone.ca](mailto:claims@strone.ca)

24/7 Emergency **1-866-877-5834**

[www.strone.ca](http://www.strone.ca)

## **STRONE AT A GLANCE**

- Founded in 1987
- 13 corporately owned and managed branch offices throughout Ontario and one in Montreal
- Full time staff of in-house trades and technicians
- Specializing in damage restoration from: fire, flood, wind/ice/snow storm; vandalism; vehicle impact; mould and asbestos remediation; environmental/oil spills; ice damming; sewer back-up; break and enter
- STRONE After Hours DIRECT
- Commercial Structural Drying specialists
- In-house Document Recovery & Restoration

## **ABOUT STRONE**

SINCE 1987, the staff and professionals at STRONE have provided emergency and restoration services with a solid commitment to excellence in workmanship and superior customer service. All 13 STRONE branch offices located throughout Ontario, and one in Montreal, are corporately owned and managed. This allows for rapid mobilization of personnel and equipment, both locally and regionally, in any given situation.

STRONE employs a full time staff of in-house trades and technicians who are committed to immediate response, timely job completion and respect for both the policyholder and their property. Our reputation for performance and reliability is best illustrated by our inclusion in the “*Preferred Contractor*” programs of many leading insurance companies.

## **STRONE MISSION**

STRONE will continuously strive to provide the insurance industry and its residential and commercial customers with the finest service available from a disaster restoration company. We will apply all advancements in technology to provide superior service at a competitive price.

STRONE staff will be empowered to be progressive thinkers and to recognize customer commitments first and foremost. STRONE will use this approach on a daily basis in order to set and maintain a benchmark position in the restoration industry.

## **STRONE CORE VALUES**

- Consistent delivery of superior customer service at a competitive price
- Commitment to teamwork through motivated individuals
- Nurture a culture of integrity, respect and empathy for all parties
- Deliver industry excellence through competency, education and safety awareness
- Dedicated to community and environmental support
- Success through profit and growth

## **STRONE TESTIMONIALS**

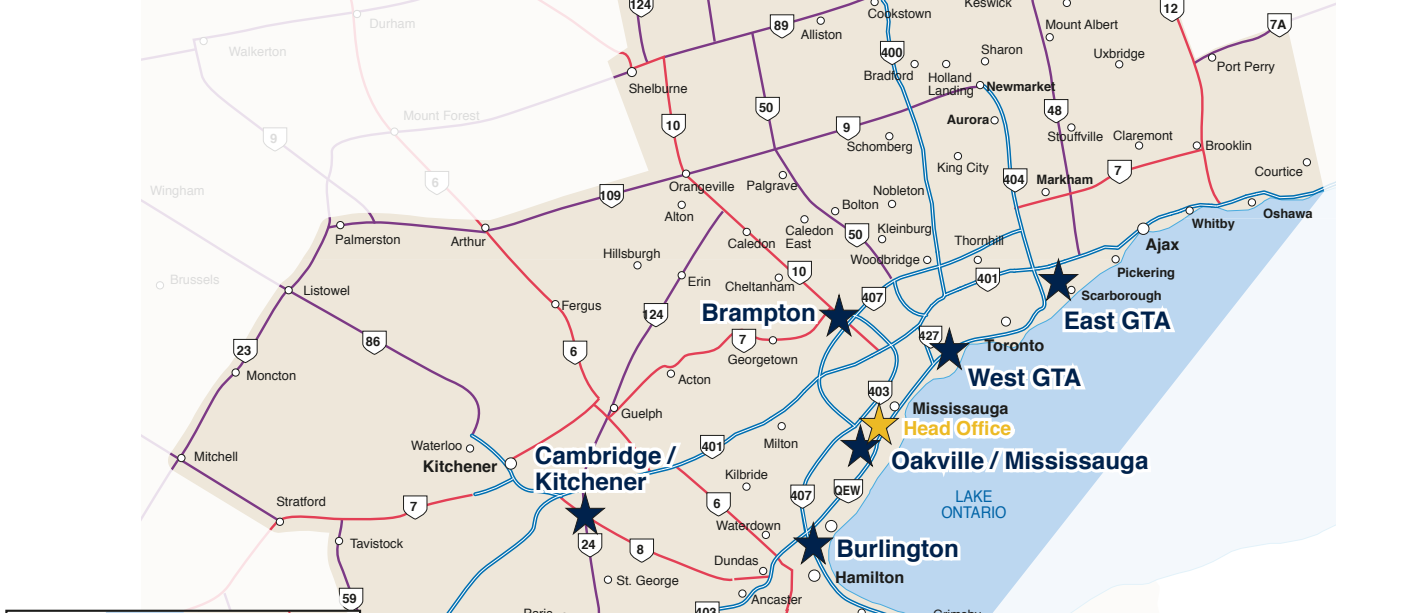
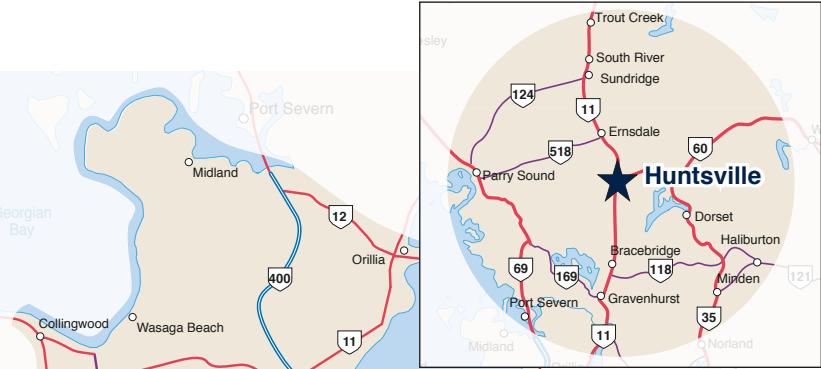
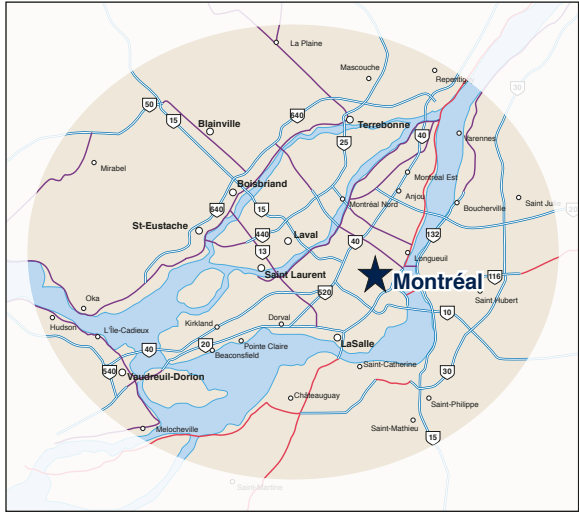
*“A crew from STRONE arrived to remove our belongings from the basement. Needless to say I was emotional about some of our possessions however these young men took the time to listen and explain to me the problem with keeping any item that was touched by contaminated water. They were so caring and professional. I left everything in their capable hands. Each time I voiced a concern they were there to encourage me by saying - Don't worry we will handle it.”*

*“Your painters really made me feel comfortable while they worked here...their professional attitude, politeness and humour made everything go very smoothly. Many thanks to everyone.”*

*“Your crew was helpful above and beyond the call of duty...excellent...we would not hesitate to recommend STRONE. Thanks again!!”*

## **STRONE CONTACT**

Marie McNamee  
Marketing Manager  
EMAIL: [marie.mcnamee@strone.ca](mailto:marie.mcnamee@strone.ca)  
TEL: 905.829.5707



**STRONE™**

## STRONE LOCATIONS

### HEAD OFFICE

#### STRONE Management Services Inc.

2717 Coventry Road  
Oakville, ON L6H 5V9  
TEL: 905.829.5707  
FAX: 905.829.4909  
TOLL FREE: 1.866.877.5834

*24/7 Emergency Service  
10,200 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### BARRIE

56 Churchill Drive, Units 5 & 6  
Barrie, ON L4N 8Z5  
TEL: 705.719.1632  
FAX: 705.719.0905  
TOLL FREE: 1.866.719.1632

*24/7 Emergency Service  
2,500 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities.*

### BRAMPTON

56 Bramsteele Road, Unit 12  
Brampton, ON L6W 3M7  
TEL: 905.846.0182  
FAX: 905.846.8681  
TOLL FREE: 1.866.909.0699

*24/7 Emergency Service  
3,500 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### BURLINGTON

3285 Mainway Drive, Unit 5  
Burlington, ON L7M 1A6  
TEL: 905.681.7373  
FAX: 905.681.1349  
TOLL FREE: 1.877.681.7373

*24/7 Emergency Service  
3,000 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### CAMBRIDGE / KITCHENER

290 Thompson Drive, Unit 3  
Cambridge, ON N1T 2E3  
TEL: 519.624.8453  
FAX: 519.624.3860  
TOLL FREE: 1.866.354.4424

*24/7 Emergency Service  
2,900 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### EAST GTA

225 Midwest Road  
Toronto, ON M1P 3A6  
TEL: 416.751.2436  
FAX: 416.751.3228  
TOLL FREE: 1.866.233.1118

*24/7 Emergency Service  
11,000 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### HUNTSVILLE

114 Lindgren Road, West, Unit #1  
Huntsville, ON P1H 1Y2  
TEL: 705.789.7700  
FAX: 705.789.7705  
TOLL FREE: 1.877.789.7711

*24/7 Emergency Service  
3,500 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### KENORA

495 Eighth Avenue South  
Kenora, ON P9N 4C3  
TEL: 807.467.3048  
FAX: 807.467.3142  
TOLL FREE: 1.888.548.5589

*24/7 Emergency Service  
3,500 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### MISSISSAUGA

2820 Argentia Road, Units 6 & 7  
Mississauga, ON L5N 8G4  
TEL: 905.286.0302  
FAX: 905.286.0543  
TOLL FREE: 1.877.463.0302

*24/7 Emergency Service  
7,800 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### MONTREAL

19 avenue De l'Aviation  
Pointe-Claire, QC H9R 4Z2  
TEL: 514.428.5707  
FAX: 514.428.0294  
TOLL FREE: 1.877.307.5707

*24/7 Emergency Service  
6,500 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### OTTAWA EAST

2535 Blackwell Street  
Ottawa, ON K1B 4E4  
TEL: 613.831.3843  
FAX: 613.831.0438  
TOLL FREE: 1.866.992.9983

*24/7 Emergency Service  
2,000 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### OTTAWA WEST

5977 Hazeldean Road, Unit 102  
Ottawa, ON K2S 1B9  
TEL: 613.831.3843  
FAX: 613.831.0438  
TOLL FREE: 1.866.992.9983

*24/7 Emergency Service  
13,000 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

# STRONE™

Your emergency & restoration professionals

## **STRONE LOCATIONS**

### **THUNDER BAY**

1112 Russell Street, Unit 3  
Thunder Bay, ON P7B 5N2  
TEL: 807.628.8111  
FAX: 807.628.8833  
TOLL FREE: 1.866.255.4155

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*24/7 Emergency Service  
3,500 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### **WEST GTA**

25 Connell Court, Unit 4  
Toronto, ON M8Z 1E8  
TEL: 416.233.9559  
FAX: 416.233.9590  
TOLL FREE: 1.877.533.9559

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*24/7 Emergency Service  
10,000 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

### **WINDSOR**

9009 Twin Oaks Drive  
Windsor, ON N8N 5B8  
TEL: 519.739.3919  
FAX: 519.739.1798  
TOLL FREE: 1.877.739.3919

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*24/7 Emergency Service  
5,000 sq. ft. warehouse  
Ozone room  
On-site cleaning facilities*

# **STRONE™**

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## STRONE MISSION

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## STRONE BRANCH LOCATIONS

### ONTARIO

**BARRIE**  
1-866-719-1632

**BRAMPTON**  
1-866-909-0699

**BURLINGTON**  
1-877-681-7373

**CAMBRIDGE**  
1-866-354-4424

**EAST GTA**  
1-866-233-1118

**HUNTSVILLE**  
1-877-789-7711

**KENDRA**  
1-888-548-5589

**MISSISSAUGA**  
1-877-463-0302

**OTTAWA**  
1-866-992-9983

**THUNDER BAY**  
1-866-255-4155

**WEST GTA**  
1-877-533-9559

**WINDSOR**  
1-877-739-3919

### QUEBEC

**MONTREAL**  
1-877-307-5707

### STRONE MANAGEMENT SERVICES (SMS)

**HEAD OFFICE**  
**OAKVILLE, ON**  
1-866-877-5834

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STRONE employs a full time staff of in-house trades and technicians who are committed to immediate response, timely job completion and respect for both the policyholder and their property. Our reputation for performance and reliability is best illustrated by our inclusion in the “Preferred Contractor” programs of many leading insurance companies.

## STRONE EXPERIENCE

- Rapid Mobilization for Emergency Response *On-Call 24/7*
- Trained, I.I.C.R.C. certified professionals
- Senior Engineer on staff
- Full time Health and Safety representative
- Experienced team of project managers
- Fully stocked inventory of equipment warehoused at each branch location
- Centralized estimating department
- In-house trades and technicians
- Consistent, cost effective remediation and restoration
- Industry leading technology including specialty drying systems

In addition, our head office team – STRONE Management Services (SMS) – provides our branch network with the following dedicated support:

- Customer Service
- Health & Safety
- Estimating
- Human Resources
- Purchasing
- Accounting
- IT
- Marketing

### STRONE SERVICES

- Emergency and Catastrophic Loss Response
- Complete Building Restoration / Reconstruction
- Fire Restoration / Smoke and Odour Remediation
- Flood / Water Damage
- Asbestos / Mould Remediation
- Ice Damming / Snow Load
- Environmental Losses / Oil Spills
- Secure Content Handling / Environmentally Controlled Warehousing
- Vandalism / Break and Enter
- Vehicle Impact
- Wind Damage / Tree Removal
- Document Restoration and Commercial Structural Drying (*Launched in 2010*)

## ABOUT STRONE

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## STRONE BRANCH LOCATIONS

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1-866-719-1632

#### BRAMPTON

1-866-909-0699

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1-877-681-7373

#### CAMBRIDGE

1-866-354-4424

#### EAST GTA

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1-877-789-7711

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#### WINDSOR

1-877-739-3919

### QUEBEC

#### MONTREAL

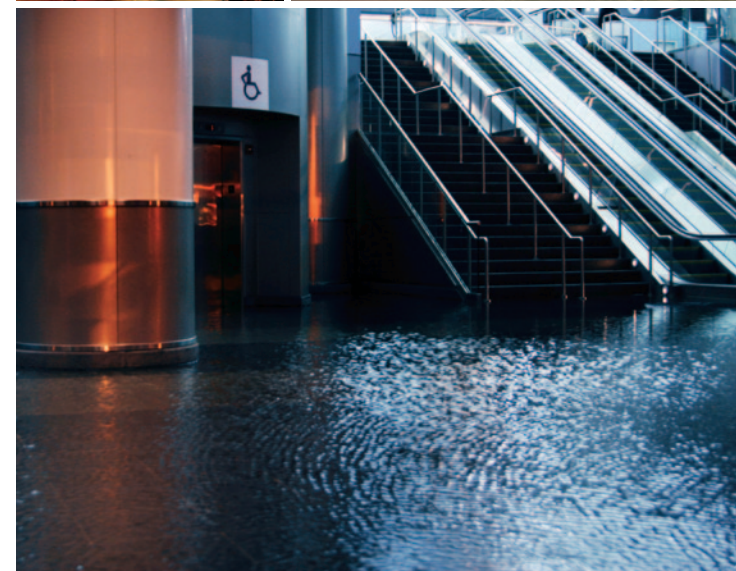
1-877-307-5707

### STRONE MANAGEMENT SERVICES (SMS)

#### HEAD OFFICE OAKVILLE, ON

1-866-877-5834

## DOCUMENT & COMMERCIAL STRUCTURAL DRYING



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[www.strone.ca](http://www.strone.ca)  
[claims@strone.ca](mailto:claims@strone.ca)

# STRONE™

Your emergency & restoration professionals



## COMMERCIAL STRUCTURAL DRYING SERVICE

*When there's a flood,  
time is of the essence,  
you need help and you  
need it fast!*

You can count on STRONE and our 13 local branches to provide you with immediate emergency service. We're close by and ready to serve you when you need us the most.

Our new mobile **STRUCTURAL DRYING SYSTEMS** with advanced technology and expert staff, will provide the tools and know-how to ensure the drying of your building is carried out in the quickest and most efficient manner. Drying, rather than replacing affected materials results in lower restoration costs and reduced business interruption times.

Our new Commercial Structural Drying service offers:

- 24 hour emergency response
- Mobilized drying units immediately dispatched
- Projects of any size and scope
- Protection against mould and secondary damage
- Deodorization
- Ongoing supervision from start to finish
- Dedicated client communication and education
- Rapid dry times

## DOCUMENT RECOVERY & RESTORATION SERVICE



*They say it's a  
paperless world  
but we're not quite  
there yet...*

Whether it's a flood, sewer backup or water damage as a result of a fire, our new **DOCUMENT DRYING** service will protect documents from further deterioration, mould and secondary damage.

Our new Document Recovery & Restoration service provides:

- Initial assessment of damage
- Expedient freezing of documents to reduce mould and ensure high quality results
- Expert packing and transportation of files to our warehouse
- Ongoing two-way communication with our client to manage priorities and expectations
- A variety of 4 drying techniques to provide the most efficient process for the job

- Careful removal and cleaning of documents once drying process is complete
- Files replaced into new folders and relabeled
- Restored documents packed into new boxes and delivered back to the customer

STRONE is the first company in Ontario to offer large scale, freeze-dry document recovery and restoration services in-house, right on our premises, using our own equipment.

With our cost-effective pricing model you receive the highest quality of service, at the most competitive price. Our proprietary freeze-dry technology accelerates turn-around time.

Our customers include: hospitals, schools, archives, libraries, government offices and records management companies.

**WE'RE HERE WHEN YOU  
NEED US THE MOST!**

**STRONE**  **DIRECT**  
**AFTER  
HOURS**

**Monday to Friday 5pm – 10pm  
Saturday 8:30am – 5pm**

STRONE's new after hours emergency call service is designed to provide you and your customers with knowledgeable, dependable after hours emergency assistance.

Our ***STRONE After Hours DIRECT*** customer service representative is located in-house at our Oakville Head Office and provides you with:

- Highly skilled coordination of all aspects of the STRONE on-call team
- Extensive knowledge of the insurance industry
- Direct access to files for entering and confirming information
- No waiting in queue – calls are answered immediately
- Professional, dependable and courteous customer service

**To access *STRONE After Hours DIRECT*,  
simply call one of our local branch offices  
or 1-866-877-5834.**

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[www.strone.ca](http://www.strone.ca)