

# **Strategic Partnership (SPP) & Emergency Services Program (ESP)**

## **Agreement**

This Agreement is made by and between (Owner)\_\_\_\_\_

with facilities located at \_\_\_\_\_ (any additional locations or facilities should be listed on the Emergency Services Plan Property Data Chart) and Arizona Fire & Water Restoration, Inc. (“Contractor”) in accordance with the following terms and conditions:

### **Contractor’s (AZ Fire & Water Restoration, Inc.) Commitment to Owner**

#### **Strategic Partnership Program for Non-Emergency:**

1. Work with and coordinate gathering and uploading to our site, all applicable data regarding property, contacts and protocols. Utilize photos where appropriate.
2. Create secure Portal on AZFW website allowing authorized (by Property Management) access to Emergency Services Information as provided by Property.
3. Consultation Services: provide value-added Inspections for Property & Community Managers
  - a. AZFW Project Manager will evaluate and consult with on-site Manager to determine the most effective and efficient plan or process for addressing ‘Restoration Issues’ as noted under Addendums at no charge and provide Third Party Endorsement of Management Plan when and where appropriate.
  - b. AZFW Project Manager will provide Inspection Invoice for Property/Community Manager.
  - c. AZFW Project Manager has objective of providing the services, expertise, estimates and no-pressure approach to make the Property/Community Manager the Hero while protecting Management and Owner/Tenant from secondary damages and future liabilities.
4. If restoration services are performed by AZFW, upon completion, we will supply Property Management with a flash drive with all related documentation – Field Reports, pictures, moisture monitoring and verification that all was restored to industry standards.
5. The overarching goal and objective of the Strategic Partnership Program is improving Tenant Retention whenever possible, enhancing rate stability and increasing word of mouth referrals and positive ‘chatter’ in the Community through Above & Beyond Service.

#### **Emergency Services:**

1. When an **Emergency** occurs, we will respond to initial notification of the emergency within 15 minutes and will arrive on-site within 2 hours barring extenuating circumstances such as traffic, etc.
2. During a severe, area-wide weather event, our “next available crew” service pledge means that we will respond to all ESP clients with the next available crew before any other service requests are fulfilled.

3. We will mitigate the loss including board-up and tarping, structurally drying, providing restorative cleaning as well as other appropriate actions to contain and restore the property to pre-loss condition. To accomplish this we will provide a variety of resources including labor, equipment, materials, tools and other necessary items as needed.
4. We will supply personnel trained in accordance with Occupational and Health Administration (OSHA) and the Institute of Inspection Cleaning and Restoration Certification (IICRC) standards.
5. We will have commercial general liability, pollution liability, workman's compensation
6. Our company and our employees will keep all information pertaining to the client's operations and the emergency situation confidential, unless otherwise required by law or to protect life, health or safety.
7. If unsafe conditions occur while we are performing services, or if directed by Federal, State or Local officials, either our company or the Emergency Coordinator will have the right to stop work on the project.
8. The attached Emergency Services Program materials are incorporated into this Agreement.

### **Owner's Commitments to Contractor**

1. Because you see the benefits and value of this **Emergency Services Program (ESP)**, you (the property owner, manager or other responsible party) agrees that Contractor will be the preferred **Emergency Services Contractor** hired to respond to losses caused by wind, storm, water, sewer, flood, freezing, fire and smoke, mold, accident, death and trauma scenes.
2. Because you also recognize the value of the **Strategic Partnership** component, you agree that if AZFW advises or recommends professional restoration services, we (AZFW) are given first opportunity to provide bid/estimate for dry out, remediation, repairs, etc.
3. Because we (AZFW) are committed to a long-term, mutually beneficial relationship, we would expect that if an estimate is created and submitted by AZFW, that if there are questions or concerns on scope or pricing, etc, we are given an opportunity to discuss and review prior to requesting secondary bids from other sources.
4. You will from time to time meet with Contractor's staff and provide necessary information to ensure that this Emergency Services Program data is current and up to date.