



Pride Cleaning and Restoration, Inc.

"Disaster Kleenup of Saint Louis"

2437 Lemp Ave St. Louis, MO 63104
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Emergency Response Agreement (ERA)

Burst pipes, flooding, fire and smoke, or storm damage! You hope it never happens to you! However, disasters occur all the time and the aftermath can be devastating in terms of property damage, business interruption and loss of customers or staff.

Through our experience in the restoration industry, we have learned several basic facts about disaster preparedness:

1. If you wait until the disaster occurs, you have waited way too long.
2. If you have failed to make a plan, you are at the mercy of others.
3. If you think you are safe and there is no need to plan, disaster will strike.

You can't always predict when disaster will strike or the impact it may have on your business. Never the less, you can take steps to ensure a faster and more effective recovery if the unthinkable happens.

It all begins with a disaster preparedness plan and an Emergency Response Agreement (ERA) with Pride Cleaning and Restoration, Inc!

The Pride Restoration solution

An Emergency Response Agreement (ERA) is a disaster recovery plan for commercial business owners and property managers. Created and administered by Pride Cleaning and Restoration, Inc., an ERA is a mutual agreement detailing recovery services performed should disaster strike your business.

An Emergency Response Agreement (ERA) is emergency planning in advance! To plan your emergency strategy at no cost, call Pride Restoration toll-free at 1-888-838-5868 now.

A plan to calm the chaos

Establishing your company as one of our pre-registered customers adds an extra measure of preparedness to your contingency plan and provides peace of mind in the event of a disaster. With an ERA on file, a single telephone call to our 24hr emergency number is all that's needed to initiate immediate recovery services, to minimize business interruption and loss of revenue, and to get your business back up and running as quickly as possible again.



Full service restoration, including content cleaning, structure cleaning, and complete reconstruction.
Specializing in Fire and Water Damage Restoration
24 HOUR EMERGENCY SERVICE

Pre-registration has its benefits

- Immediate emergency services - 24 hours a day, 7 days a week.
- No surprises. All emergency services and contractual agreements can be specified and signed before disaster happens.
- Expert services are provided by our highly trained professional staff.
- Services and costs are pre-approved by your insurance broker or agent.

How it works

An effective ERA is one that merges seamlessly with your existing contingency plan and addresses your specific business needs. Before crafting your contractual agreement, our representatives will work with you and your insurance agent or broker to review your insurance policy and coverage. We will then complete your agreement including pre-determined services, rates and response times.

Your one-stop recovery shop

With Pride Cleaning and Restoration, Inc. in your corner, you can count on complete recovery services ranging from emergency response to final reconstruction work. As proud members of Disaster Kleenup International, North America's premiere disaster recovery association, we bring over \$2 Billion worth of networked resources, infrastructure and expertise to any given situation. We can't prevent disaster, but when disaster strikes we like to help make things better.

24-hour emergency response for

- All types of Water Extraction
- Fire, smoke, storm and flood damage
- Board-ups and Tarp-ups
- Debris removal

Contents restoration for

- On-location cleaning
- Pack-out of contents for off-site cleaning and storage
- Document restoration and preservation
- Electronics restoration

Environmental remediation for

- Mold
- Biohazards
- Trauma and Crime Scene cleanup
- Vandalism cleanup

Reconstruction and restoration

- Minor repairs
- Complete demolition and rebuilding
- Full service contracting for all damage repairs



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Emergency Response Agreement (ERA)

This Emergency Response Agreement (ERA) is made by and between _____, "The Company", with facilities located at _____ (any additional facilities should be listed on the Emergency Response Information Sheet), and Pride Cleaning and Restoration, Inc., the "Contractor", of 2437 Lemp Ave. Saint Louis, MO 63104, in accordance with the following agreed upon terms and conditions:

Terms and Conditions:

1. In the event of a disaster related call from the Company, Pride Cleaning and Restoration will call back within 15 minutes and be on-site within two (2) hours barring natural extenuating conditions or traffic congestion (provided the Company facility is within a 60 mile radius). The emergency call may result from a storm, fire, flood, or other natural or man-made, non-hazardous disaster.
2. Pride Cleaning and Restoration will clean up, contain and/or mitigate the loss caused by the emergency reported, by supplying tools, equipment, materials, labor and other necessary items and sub trades as needed.
3. Pride Cleaning and Restoration will supply certified personnel trained in accordance with Occupational Safety and Health Administration (OSHA) standards.
4. Pride Cleaning and Restoration has and will maintain commercial general liability, environmental liability, and workman's compensation insurance.
5. Pride Cleaning and Restoration and its employees will keep all information pertaining to the emergency situation confidential, unless otherwise required by law, or to protect life, safety, or health.
6. If unsafe conditions occur while Pride Cleaning and Restoration is performing services, or if directed by Federal, State or Local Officials, either Pride Cleaning and Restoration or the Emergency Coordinator will have the right to stop work on the project.
7. The attached Emergency Response Information Sheet is incorporated into this Agreement.

The above mentioned parties in mutual agreement hereto have executed this Agreement this _____ day of _____, 2009.

Customer _____ Pride Cleaning and Restoration, Inc.

Signed: _____ Signed: _____

Printed Name: _____ Printed Name: _____

Title: _____ Title: _____



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