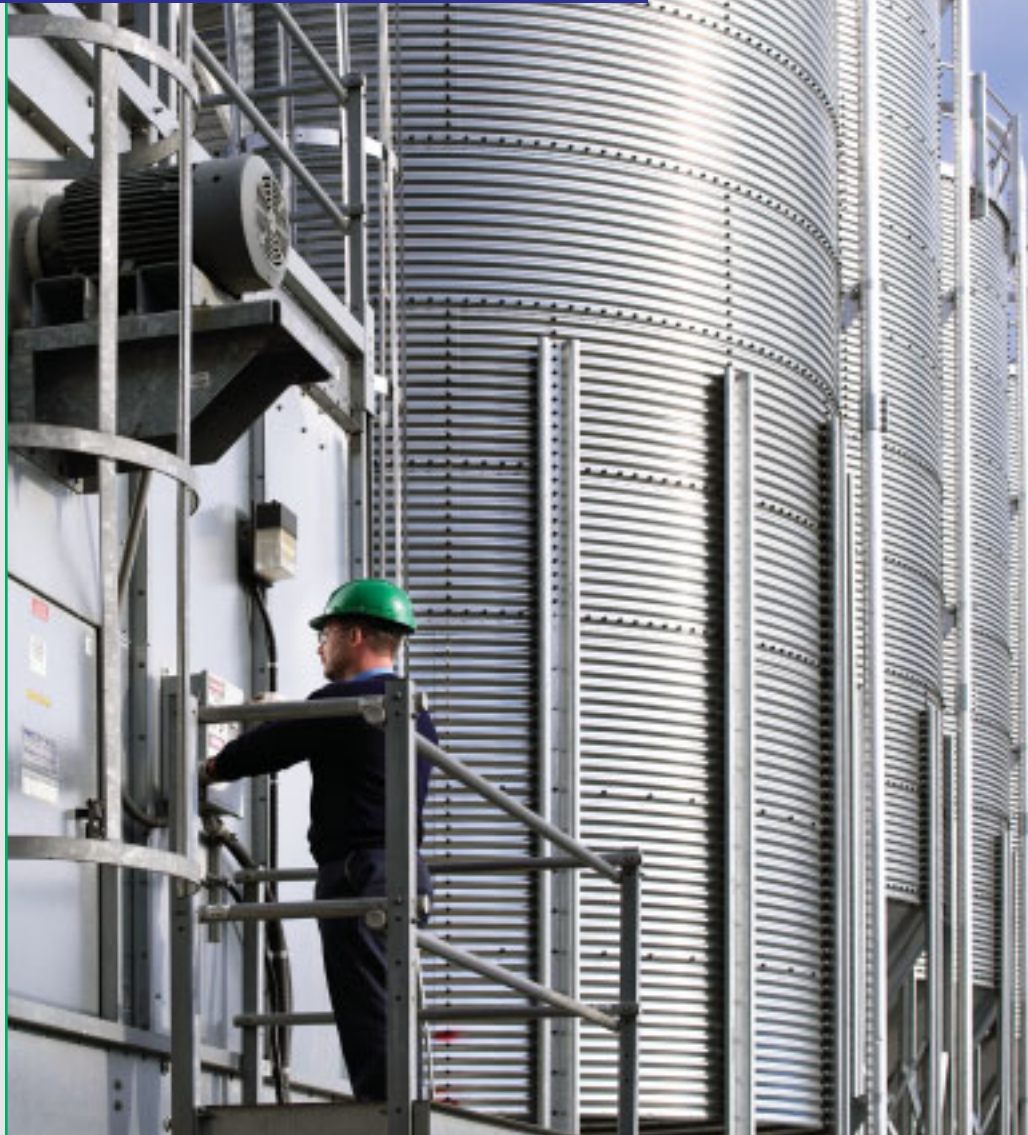


# Service Leadership

**Listen**  
**Understand**  
**Partner**  
**Innovate**  
**Adapt**  
**Lead**



*A Tradition  
of Quality...  
since 1921*

**Black & McDonald**

**Service Division**

# Service

## Vision

Black & McDonald is committed to being the industry leader in the development and delivery of maintenance services that help our clients achieve measurable cost control and energy savings.

- We will continue to build strong relationships with our customers to demonstrate value and help them achieve their goals.
- We will continue expanding our service lines and developing innovative solutions that meet the demands of our customers.
- We will continue to invest in the education and training of our employees to ensure we can deliver first-rate management, administration and technical services.
- Occupational Health & Safety will remain at the forefront of all our activity.
- Protection of the environment will always be the basis of our work practices.



BLACK & McDONALD'S PHILOSOPHY OF CONDUCTING BUSINESS IS BASED UPON THE CORE VALUES OF ITS FOUNDER, WILLIAM JOHN McDONALD, WHO ESTABLISHED THIS COMPANY IN 1921. IN AUGUST, 1991, IN HIS 104TH YEAR, HE REITERATED THESE BELIEFS. THEY HAVE STOOD THE TEST OF TIME...

- DO THE JOB RIGHT REGARDLESS
- TALK TO THE CUSTOMER REGULARLY, CONFIRM HIS SATISFACTION
- MAKE THE PRICE FAIR AND REASONABLE
- A DEAL IS A GOOD ONE, ONLY WHEN IT IS GOOD FOR BOTH PARTIES
- LIVE UP TO YOUR PROMISES
- TREAT EMPLOYEES WITH RESPECT
- COMPLETE JOBS PROMPTLY
- INVOICE PROMPTLY, FAIRLY, AND IN DETAIL

WE HONOUR AND RESPECT THESE BELIEFS.

# Service

## Value

We believe leadership in service begins with these fundamentals:

**Listen**, to learn our clients' needs and concerns.

**Understand** the core businesses of our clients, and learn how they define value.

**Partner** with clients and suppliers to achieve high service quality, fair price and good value.

**Innovate** to find better solutions that meet the individual needs of our clients.

**Adapt** to new challenges and technologies affecting our clients.

**Lead** with qualified people, committed to long-term account service.

### Customized Maintenance Solutions

Our service relationships include, but are not limited to:

#### Facility Management & Operations

*Full responsibility for all aspects of your facility, including energy efficiency, cost control measures, subcontractor management and asset management using CMMS software*

#### Comprehensive Maintenance Programs

*Inspection, preventive maintenance, labour, materials, parts and emergency service*

#### Planned Preventive Maintenance Programs

*Regular maintenance including all labour and materials*

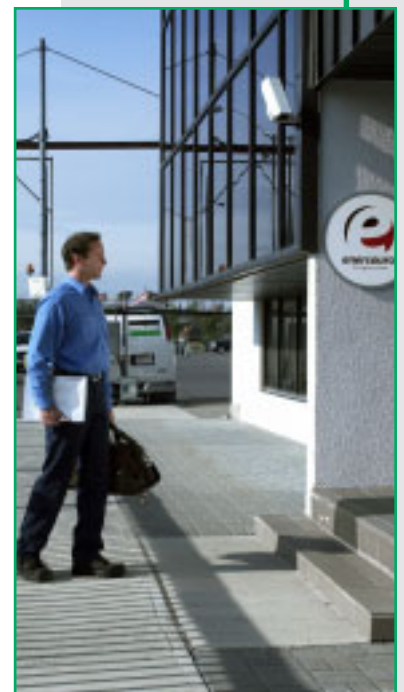
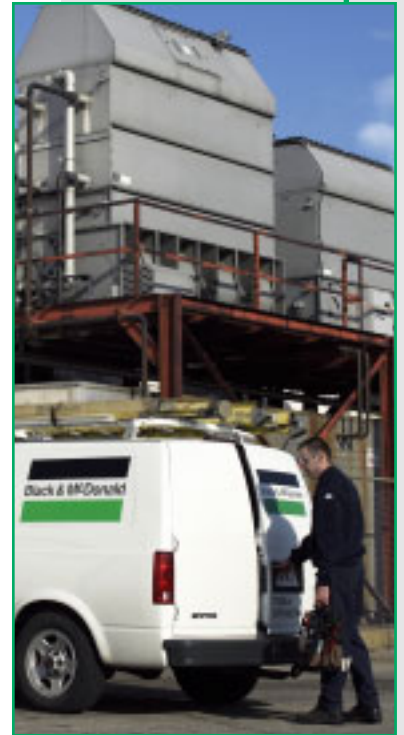
#### Labour Support Programs

*Labour for all maintenance at a fixed price*

#### Equipment Operating Efficiency Programs

*Service and maintenance to ensure equipment and systems achieve the highest possible energy efficiencies*

Black & McDonald is committed to delivering high product and service quality; fair price and good value; and comprehensive technical capabilities.



## A Track Record of Maintenance Solutions

Black & McDonald is Canada's leading independent, multi-trade electrical/mechanical contracting organization. The core of our business is professional, responsible maintenance and operations management of commercial, industrial and institutional structures. Black & McDonald keeps buildings, their environments, and the equipment they contain, in good health.



# Thinking Globally, Acting Locally:



## Industrial

Automotive  
Distribution, warehousing  
& storage facilities  
Food & beverage processing  
Manufacturing & packaging  
Pharmaceutical



## Commercial

Data processing &  
computer facilities  
Transportation  
Retail chains &  
shopping centres  
Office buildings

# Delivering Best-Practice Solutions

## Encompassing Every Trade and Specialty

**Heating, Ventilation &  
Air Conditioning  
Electrical  
Instrumentation  
High Voltage  
Building Automation Systems –  
DDC & Pneumatic Systems  
Process Piping  
Plumbing  
Refrigeration  
Millwrighting & Rigging  
Voice & Data Communications**

This diversity of talents allows Black & McDonald to build strong project teams tailored to meet the exact demands of each project. Our tradespeople take a professional approach which is supported by the best job supervision in the business, and a management team that understands your priorities. Objectivity on every task is assured; as an independent company, we are free of any bias related to equipment manufacturers. When B&M specifies equipment, it's the right choice for your needs.

Black & McDonald has always maintained unshakeable beliefs about service, care and fair value. We invest in our people, upgrading their skills with comprehensive safety, quality and technical training programs. Finally, we make sure the people who start on your account stay on your account.

Black & McDonald is a team of professionals committed to continuous innovation – providing comprehensive building services on time, and within budget.



## Institutional

**Arenas, athletic &  
cultural facilities**

**Hospitals & healthcare  
facilities**

**Municipal, provincial and  
federal government facilities**

**Museums & galleries**

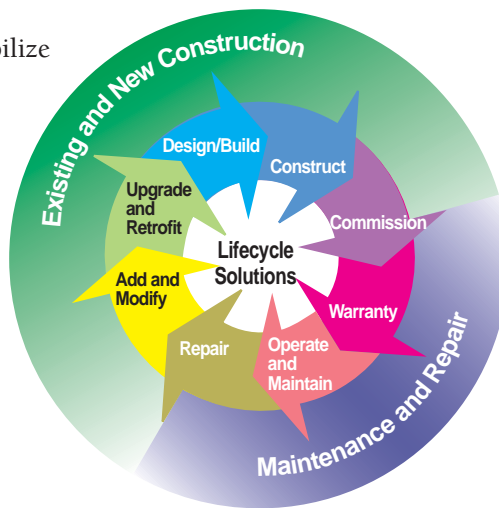
**Public utilities &  
power generation**

**Schools, universities & colleges**

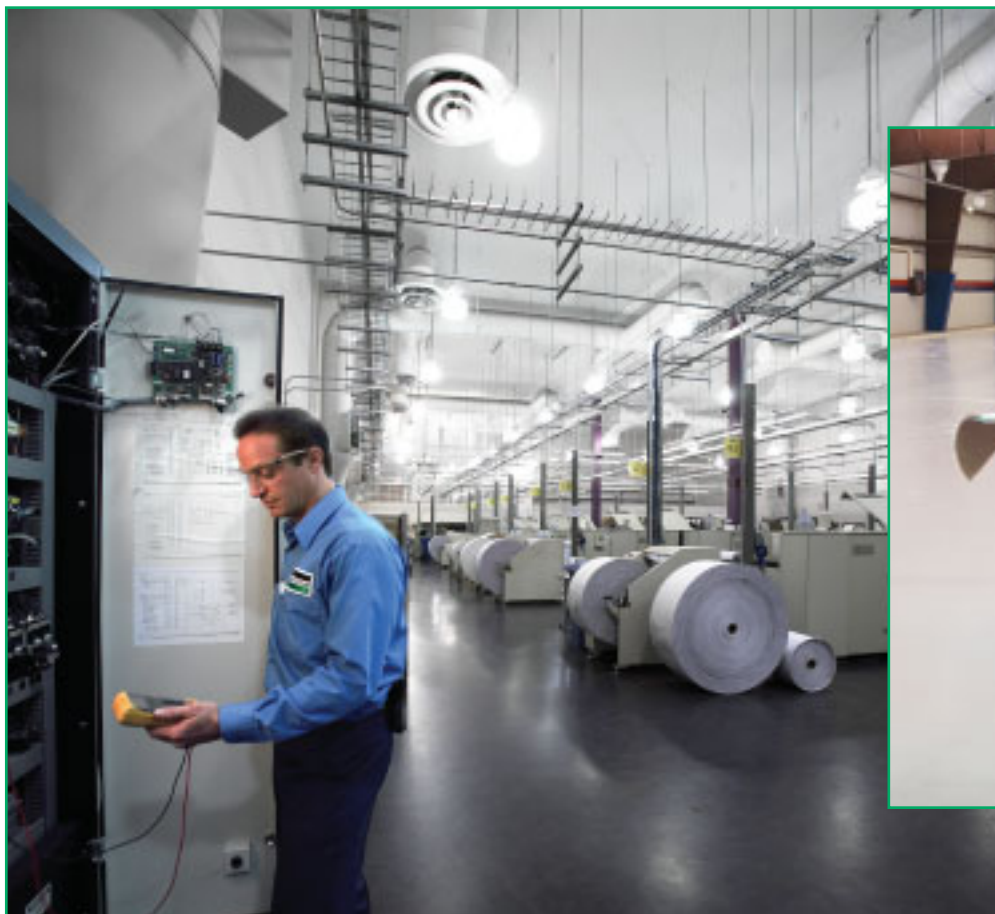
# To Our Customer

## Throughout The Facility's Life Cycle

At Black & McDonald, we believe our ability to stabilize maintenance costs, maintain comfort conditions, extend equipment life, and protect the capital investments of our customers are the criteria upon which we should be judged. Further, we share the common concern about energy use and will work with you to operate your premises at maximum efficiency. That's why we make a tremendous effort to reduce or eliminate equipment downtime, and respond quickly to your needs. We know that the moment something stops working in your building, it starts to cost you money.



**Peak System Performance Must Be The Rule, Not The Exception.**



# A Comprehensive Multi-Trade Resource:



## Service

Ammonia Refrigeration Systems Maintenance & Installation  
Preventive & Full Coverage Maintenance Contracts  
Maintenance, Repair & Warranty Service  
Electrical, Mechanical, HVAC, & Instrumentation  
Direct Digital Control System Retrofit, Repair, & Maintenance  
Building Audit & Reporting  
Infrared Inspection, Vibration Analysis, Air Quality Inspection  
CFC Emission Reduction

## Facilities Management & Operations

Supply & Management of On-site Operations Staff  
Computerized Maintenance Management  
Management of B&M's Support Services  
Administration of Subcontracted Services  
Material Purchasing  
Technical Training & Safety Programs

## Utility & Field Services

Installation and Restoration of Communication Cables  
& Systems  
Construction & Maintenance of Distribution Systems  
Water, Hydro, Telephone & Cable TV  
Airports, Military Bases, & Remote Sites  
Navigation Aids, Landing Aids & Runway Lighting Installation  
Roadway & Highway Street & Traffic Lighting  
High Voltage Inspection, Installation & Maintenance

## Projects

Electrical, Mechanical & Instrumentation  
Energy Management & Retrofits  
Computer Rooms & Specialty Spaces  
Data & Communications Cabling  
Process & Factory Automation  
Industrial, Commercial & Institutional Renovations  
Heating, Ventilation & Air Conditioning  
Turnkey & Multi-Trade Projects

## Major Projects

Partnerships, Alliances & Joint Ventures  
Refineries, Paper Mills, Power Plants  
Oil, Gas & Mining  
Prime Contracting & Construction Management  
Offshore & Overseas Contracting  
Co-generation & Private Power Installations

**Spanning  
the nation –  
serving you  
nearby.**

Goose Bay  
St. John's  
Dartmouth  
Fredericton  
Moncton  
Bathurst  
Montreal  
Ottawa  
Kingston  
Scarborough  
Toronto  
Hamilton  
London  
Winnipeg  
Regina  
Saskatoon  
Edmonton  
Calgary  
Vancouver

**U.S. offices:**  
Kansas City  
Salt Lake City  
Pueblo  
Portland



For more information,  
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