

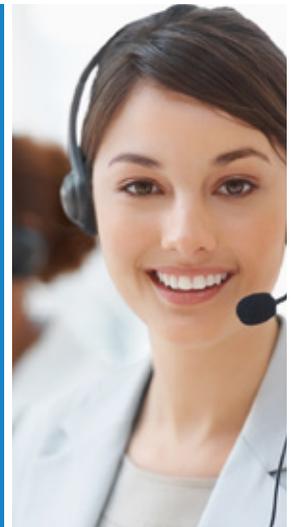
EMERGENCY RESPONSE AND DISASTER RECOVERY

In an event of an emergency, it is important to both your business and your customers to have a live person ready to respond. Stericycle Communication Solutions' agents are available 24/7 to answer your organization's emergency or disaster recovery calls.

In the event of an unexpected event, we take calls from your customers who require assistance and assist them through your established emergency response and disaster recovery protocols.

FEATURES

- **24/7 Experienced Live Agents:** Our call centre handles the complex interactions that your business needs, whether it be dispatching technicians, filing reports, or setting appointments.
- **Unique Phone Number:** Receive a unique 1-800 number with live agents available to answer the line 24/7/365.
- **Tracking and Documentation:** Our agents document the progress of call traffic in order to track dispatch, response time and reported escalation history. We provide hard audits of all messages and all recorded calls to help you manage your business.
- **24/7 Alarm Monitoring:** Our agents are able to monitor alarm systems 24/7.



USES

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|  Security alarms |  Floods |
|  Pressure valves |  Fires |
|  Elevator and machinery failure |  Accidents |
| |  Maintenance reporting hotlines |

BENEFITS

- **24/7 Availability:** Emergencies don't only happen strictly from 9am to 5pm. Partnering with Stericycle allows you to extend your hours to serve your customers any time, day or night. Rest assured that your business and customers are covered in the event of an emergency or disaster.
- **Manage Fluctuating Call Volumes:** It is difficult to anticipate when you will be receiving an influx of calls. In the event of an emergency or disaster, managing a surge of incoming calls can be extremely difficult due to resource and time restraints. Our live agents allow you to manage fluctuation without hiring additional resources.
- **We've Got You Covered:** We can handle calls on a full-time, after hours, or ad hoc basis. In the event that your business experiences a service outage, we are prepared and ready to handle calls so that your customers will not experience an interruption in service.



To learn more about emergency response and disaster recovery solutions, visit stericyclecommunications.ca or call Stericycle Communications Solutions at 1.800.218.5855.