



## corporate profile

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

# CORPORATE DETAILS

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## Highlights:

- 40+ years of experience in the western Canadian construction industry
- Industrial contracting specialist
- Leading edge programs

## INTRODUCTION:

Fuller Austin Insulation Inc., (Fuller Austin) western Canada's largest industrial insulation contracting specialist, has served the market for over 40 years. Established in 1962, Fuller Austin's record of customer satisfaction and repeat business has enabled us to become one of the leading companies in Canada in the mechanical insulation, asbestos abatement, and cladding fields. Other complementary services include HVAC, refractory and scaffolding.

Fuller Austin extends this wide range of contracting services to the pulp and paper, mining, power and petrochemical industries.

All Canadian locations maintain full fabrication facilities served by experienced technical professionals. Recognizing the changing demands of the industrial sector, Fuller Austin utilizes leading edge technology and equipment to conform to any specification or project requirement.

We are actively involved in the "Thermal Insulation Association" at both the local and the national level which enables us to be in the forefront of any new industry developments.

We are proud to play a key role in energy conservation. This is important to industrial clients in assisting them in "holding the line" on rising energy costs. Fuller Austin's experienced project management and trained, qualified personnel assure quality services.



Fuller Austin has developed many contracting related systems and programs to provide assurance that our projects are completed safely and on budget as well as having the flexibility to conform to clients' needs within the framework of the government and other legislative requirements. Our systems are as follows:

- Health, Safety, Training and Environment
- Quality Control and Assurance
- Project Management Best Practices
- Human Resources
- Information Systems
  - PETS (Project Estimating and Tracking System)
  - CMS (Construction Management System)

Fuller Austin's goal is to provide customers with quality products and guaranteed service.

We look forward to assisting our clients with all of their project requirements.

## BANKING & FINANCE:

### Banking:

HSBC Bank Canada  
407—8th Avenue S.W.  
Calgary, AB T2P 1E5

### Bonding:

AXA Pacific Insurance Company  
999 West Hastings Street  
Vancouver, BC V6C 2W2

### Insurance:

AON Reed Stenhouse Inc.  
900 Merrill Lynch Tower  
Edmonton, AB T5J 0Y2

## COMPANY OWNERSHIP:

Fuller Austin Insulation Inc. established in 1962, as a subsidiary of Insulation Holdings Inc., is 100% wholly owned by The Churchill Corporation.

## CONTACT INFORMATION:

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Contact: *Ron Martineau,*  
*President & COO*

### Branch Locations:

#### **ALBERTA OPERATIONS**

11540—184 Street  
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### Business Development:

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*Manager, Business Development*

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#### **SASKATCHEWAN & MANITOBA OPERATIONS**

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Fax: (306) 565.3845  
E-mail: [perry.pugh@fulleraustin.com](mailto:perry.pugh@fulleraustin.com)  
Contact: *Perry Pugh, Vice President,*  
*Saskatchewan & Manitoba Operations*

#### **THUNDER BAY OPERATIONS**

Lakehead Insulation  
334 North Cumberland Street  
Thunder Bay, ON P9A 4P2  
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Fax: (807) 345.7051  
E-mail: [charles.grey@lakeheadinsulation.com](mailto:charles.grey@lakeheadinsulation.com)  
Contact: *Charles Grey, Branch Manager,*  
*Thunder Bay Area*

# CORPORATE SERVICES

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**Highlights:**

- Mechanical insulation contracting is core service
- Skilled estimating, project management and supervisory personnel
- Cost control systems ensure accurate reporting

## MECHANICAL INSULATION CONTRACTING:



Since 1962, mechanical insulation contracting has been the core service provided by Fuller Austin Insulation.

Installation of mechanical insulation can involve a variety of piping systems and sizes, all operating under differing conditions and in differing environments within the same facility.

Other insulated components often include: vessels, equipment, tanks, boilers, ductwork, precipitators, stacks, etc.

Fuller Austin utilizes an extensive selection of insulation products and cladding types designed to service thermal, cryogenic, acoustical and production purposes.

Our qualified insulation tradesmen install these materials to withstand the service demands of vibration, extreme temperatures and mechanical damage. Canadian weather and process design considerations are significant factors in the installation specifications for many projects. Our qualified installation crews ensure that the finished product will endure fluctuating temperatures and variable seasonal conditions.

Fuller Austin's skilled estimators and project managers, as well as experienced supervisory personnel, ensure that the mechanical insulation requirements are installed in a safe and cost effective manner. Our extensive project management and cost control systems are designed to provide accurate, up-to-date reporting that is flexible enough to comply with virtually any client system.

Fuller Austin has performed thousands of mechanical insulation contracts which range in size from a few hundred dollars to multi-million dollar projects at petroleum or chemical plants.

## ASBESTOS ABATEMENT:

Fuller Austin has extensive experience in asbestos abatement projects and has been performing this type of work since 1985.

We have successfully completed hundreds of projects in all provinces, from British Columbia to Ontario. Projects range from small spill cleanup and containment to multi-million dollar high risk asbestos removal projects in occupied facilities.

All projects are performed utilizing trained personnel in accordance with the applicable government regulations and project specific procedures. Fuller Austin has a wide variety of asbestos abatement equipment which guarantees all projects are completed in an environmentally correct manner and ensures the health and safety of all site personnel as well as our employees.

Asbestos abatement services include asbestos removal, encapsulation, emergency response, as well as monitoring and testing. In addition, our experienced estimators and project managers can often analyze a particular project and suggest cost effective alternative procedures that are safe, environmentally acceptable and meet our clients' requirements.

Fuller Austin specializes in asbestos abatement of industrial mechanical systems and building "Trafford Tile". Our capability to reapply non-asbestos replacement materials provides the owner with the flexibility to have a single contractor perform both functions. This substantially reduces the cost associated with the coordination of additional project management and scheduling functions.

Fuller Austin developed a unique asbestos abatement process which enables us to remove asbestos from "hot" operating surfaces. This cost effective procedure allows the owner to continue to operate the facility while the asbestos is being removed and substantially reduces costs associated with plant downtime.

Fuller Austin has a solid reputation as an innovative leader in the field of asbestos abatement. Our long history of repeat clients is a testament to our continuing success and ongoing environmental responsibility.



## SIDING:

Fuller Austin provides a unique siding service encompassing new and retrofit siding applications in the industrial sector. We supply and install claddings of all types (insulated, lined or single skinned construction systems).

### Roofing and Siding Systems

#### Deck and Cladding

- Steel; painted or galvanized
- Aluminum; plain or painted
- Fibreglass reinforced plastic
- Urethane sandwich panels

Fuller Austin's siding division has a range of services and materials to meet all of our clients needs. Our skilled staff will design a siding and/or roofing system to meet or exceed most industry requirements.



## INDUSTRIES SERVED:

Fuller Austin Insulation provides specialized contracting services to a wide variety of industries.

INDUSTRY	SERVICES
<b>Electrical power generation</b>	
<ul style="list-style-type: none"> <li>▪ Thermal electric</li> <li>▪ Hydro</li> <li>▪ Co-generation</li> <li>▪ Nuclear</li> </ul>	Mechanical insulation, asbestos abatement, siding, firestopping, HVAC, refractory, scaffolding
<b>Petrochemical plants</b>	
<ul style="list-style-type: none"> <li>▪ Refineries</li> <li>▪ Upgraders</li> <li>▪ Gas plants</li> <li>▪ Chemical plants</li> </ul>	Mechanical insulation, asbestos abatement, siding, fireproofing, firestopping, HVAC, refractory, scaffolding
<b>Mining</b>	
<ul style="list-style-type: none"> <li>▪ Potash</li> <li>▪ Uranium</li> <li>▪ Base metals</li> <li>▪ Coal</li> </ul>	Mechanical insulation, asbestos abatement, siding, firestopping, HVAC, refractory, scaffolding
<b>Forestry</b>	
<ul style="list-style-type: none"> <li>▪ Pulp and paper</li> <li>▪ OSB and plywood</li> <li>▪ Sawmills</li> </ul>	Mechanical insulation, asbestos abatement, siding, firestopping, HVAC, refractory, scaffolding
<b>Other</b>	
<ul style="list-style-type: none"> <li>▪ Food processing</li> <li>▪ Foundries</li> <li>▪ Institutions</li> <li>▪ Marine and ship repair</li> <li>▪ Manufacturing</li> <li>▪ Steel mills</li> <li>▪ Gas compression and distribution</li> <li>▪ Commercial buildings</li> <li>▪ breweries</li> </ul>	Various services—as listed above

# CORPORATE PROGRAMS

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## Highlights:

- 100% safe culture
- Safety will not be compromised
- Our policy is to ensure that all employees are provided with safe and healthy working conditions
- Safety culture based on two fundamental principles
- Safety training program enhances the knowledge and skills of employees
- Certificates of Recognition

## HEALTH, SAFETY & ENVIRONMENTAL:

The management team of Fuller Austin works closely with its employees and clients to ensure a 100% safe culture is implemented and maintained in everything we do.

**At Fuller Austin safety will not be compromised.**

We are committed to preserving the environment and the health and safety of all employees. It is the policy of Fuller Austin to ensure that all employees are provided with safe and healthy working conditions, free from recognized hazards. We are committed to achieving a zero incident work place.

At Fuller Austin we believe:

- Taking unnecessary risk is unacceptable.
- The best performance we can expect from our crews is the minimum standard we enforce.
- At-risk behavior is our problem.
- Our silence means our consent.
- We will stand up and be counted.
- Safety is not a priority; safety is a value.
- Employees and management – together – own the work place.

Our Safety Culture is based on two fundamental principles:

### ***“Safety is Line Management Driven”***

Safety responsibilities and expectations for all levels of line management are clearly identified and communicated. Safety training is provided to supervisors to enable them to fulfill their obligations.

### ***“What Gets Measured, Gets Done”***

Safety performance is measured through analysis of safety statistics and evaluation of safety activities. These results are closely monitored and reviewed monthly by senior management.

Our ultimate safety goal is to protect all workers, the public, property and the environment from incident or injury. To that end, we have implemented an extensive safety training program to enhance the knowledge and awareness of our employees. The knowledge, skills and competency of our employees are continuously assessed by supervision and enhanced through solid, practical training programs.

As a participant of the Partners in Injury Reduction (PIR) we have achieved our Certificate Of Recognition (COR) through the:

- Alberta Construction Safety Association (ACSA)
- Saskatchewan Construction Safety Association (SCSA)
- Manitoba Construction Safety Association (MCSA)

Through an excellent Health, Safety and Environmental Management program and an effective claims management system, we have achieved WCB rates much lower than the industry standard.

## QUALITY CONTROL/ASSURANCE:

Fuller Austin's quality plan was developed with ownership in mind. Our concept of quality extends well beyond the quality of the end product. Fuller Austin's team takes pride in their work and they are accountable for their workmanship. We believe the quality improvement process is not the sole responsibility of the QC department, but a function in which the whole organization participates. By everyone successfully doing all the small things, Fuller Austin can collectively achieve our objectives.

Fuller Austin's top management, from the Chief Executive Officer down, demonstrates involvement and leadership in the quality process. The commitment to building in quality, is revealed in the COO's "Statement of Authority" which is found in our Quality Control Manual. Fuller Austin's goal is to surpass our customer's expectations.

We have a two part objective to Quality Assurance and Quality Control within Fuller Austin's philosophy:

- To assure customers the quality is "built-in" and
- To plan and to execute how that will be accomplished within the QA/QC guidelines

Our Quality Control program ensures that systems and procedures are in place to properly execute and deliver quality workmanship.

The Quality Control Manual describes the means by which we intend to implement this program. Much like an ISO quality system, the manual covers various areas of activities that are pertinent to a sound quality system.

Customers benefit from our quality program by:

- Understanding who is responsible and accountable in our organization
- Understanding how we work towards building in quality in what we do
- Being able to compare our system with their own when assessing needs
- Knowing that systems are in place to assure compliance and address non-compliance
- Avoiding additional overhead costs in the form of administration and supervision

## INFORMATION SYSTEMS:

Fuller Austin Insulation supports its management teams with leading edge computer based estimating, scheduling, planning and cost tracking systems.

Fuller Austin Insulation uses Construction Management System (CMS) software developed by Computer Guidance Corporation to manage all financial aspects of our business. This software is installed on a restricted access local network at our head office. This software integrates purchasing, receivables, payables, equipment accounting, job costing, human resource management and payroll for all work undertaken by the company on a global basis.

Fuller Austin Insulation uses Project Estimating and Tracking System (PETS)

software for cost estimation. This software provides line item quantity driven estimates, which is a fundamental requirement for detailed cost estimating. This software is custom designed and developed to rapidly create, manage and easily update estimates and is a proprietary application. Estimates generated by PETS are created from electronic databases specially designed and maintained by Fuller Austin's estimators.

Fuller Austin uses Primavera SureTrak Project Manager, which is a high-end project management software application. Our project managers, coordinators and superintendents utilize this software extensively for the scheduling of their projects.

## HUMAN RESOURCES:

Fuller Austin Insulation offers long-term career opportunities with a winning team, working on challenging projects in an environment that rewards success. Fuller Austin offers:

- Commitment to a safe working environment
- Active promotion and support of apprenticeship programs
- Development opportunities with employer paid tuition for courses relevant to the employee's career
- Matching contributions to Employee Share Purchase Plan, which enables employees to become an owner of the company (for salaried personnel).
- Bonus/profit sharing programs
- Competitive salaries

We are always looking for motivated and talented people to join our team, particularly in the following disciplines:

### Trades:

Journeyman and Apprentice Insulators, Carpenters, Sheet Metal, and Crane and Hoisting Equipment Operators

### Technical:

Engineering and Technical opportunities in Industrial Insulation Construction including Estimators, and Project Construction Superintendents and Managers.

### Administration:

Office and Project Administrators, Project and Corporate Accountants, Quality Control and Safety

### **Human Resources**

Fuller Austin Insulation Inc.  
11540-184 Street  
Edmonton, Alberta  
T5S 2W7

E-mail: [humanresources@fulleraustin.ca](mailto:humanresources@fulleraustin.ca)

# PROJECT EXPERIENCE

## AT A GLANCE:

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### Highlights:

- Proven experience on many diverse projects.

## PROJECT REFERENCES:

### MINING

*Potash Corporation of Saskatchewan  
Rocanville, Saskatchewan*

Plant expansion and shutdowns

- HVAC and blow pipe
- Piping and equipment insulation
- Asbestos abatement

*INCO  
Thompson, Manitoba  
Nickel Mine*

Plant expansion and modifications

- Headframe, building cladding and doors
- Asbestos abatement
- Piping and equipment insulation
- Firestopping

### FORESTRY

*Weyerhaeuser  
Hudson Bay, Saskatchewan  
OSB 2000*

Grassroots plant

- Building cladding, roofing and decking
- Mechanical insulation
- HVAC
- Fireproofing

*Tolko Industries Ltd.  
The Pas, Manitoba  
Pulp Mill*

Plant modifications and shutdowns

- Building and cladding
- Piping and equipment insulation
- Asbestos abatement
- Firestopping

*Ainsworth Lumber  
Grande Prairie, Alberta  
Dryer and Cyclone Project*

- Mechanical and equipment insulation
- Building cladding and decking

## PROJECT REFERENCES:

### PETROCHEMICAL PLANTS

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*Husky Energy  
Lloydminster, Alberta  
Bi-Provincial Upgrader*

- Plant expansion
- Building cladding, roofing and decking
  - Storage tank insulation
  - Piping and equipment insulation

*Syncrude Canada Ltd.  
Fort McMurray, Alberta  
UE-1 Project*

- Plant expansion
- Building cladding and decking
  - Storage tank insulation and cladding
  - Piping and equipment insulation

*Nexen Chemicals  
Brandon, Manitoba  
Sodium Chlorate Plant*

- Plant expansions and modifications
- Building cladding, roofing, decking and doors
  - Piping and equipment insulation
  - HVAC

*Syncrude Canada Ltd.  
Fort McMurray, Alberta  
DBII Project*

- Piping and equipment insulation

*Union Carbide Corporation  
Joffre, Alberta  
LP7 Project*

- Piping and equipment insulation

*Nova Chemicals  
Joffre, Alberta  
E3 Project*

- Piping and equipment insulation

*Shell Canada Limited  
Fort Saskatchewan, Alberta  
ACJV*

- Building and tank cladding

### ELECTRICAL POWER GENERATION

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*TransAlta Utilities  
Wabamun, Alberta  
Lake Generating Sites*

- Plant modifications and shutdowns
- Precipitator insulation and cladding
  - Piping, boiler and equipment insulation
  - Asbestos and lead abatement

*Saskpower  
Esteran, Saskatchewan  
Boundary Dam Power Station*

- Plant modifications and shutdowns
- Precipitator insulation and cladding
  - Conveyor and building cladding and doors
  - Piping, boiler and equipment insulation
  - Asbestos and lead abatement
  - Refractory