



Don't Stop. Don't Stop.



The
NET-ZERO
Challenge
Committed to a clean future

THOR CAPABILITIES
EMERGENCY SERVICE | MAINTENANCE | DESIGN-BUILD

THOR AT A GLANCE



Team of skilled tradespeople

We're a team of trained professionals, ready to bring your next project to life. Our team includes: skilled technicians, precise estimators, and efficient dispatchers, all committed to delivering exceptional service every single day.



Over 30 years of experience

We have decades of experience in the construction and maintenance service industry, Thor Plumbing & Heating is a company built on a reputation of keeping promises.



Our focus of operation

Thor Plumbing & Heating is Winnipeg's premier mechanical contractor specializing in commercial mechanical contracting, building maintenance, and emergency service.



We are humans

Building relationships is our key to success in everything we do. It's a value we live for everyday. Our relationship with you builds value into the partnership beyond the services we provide.

*Immediate help, when you need it most,
service beyond expectations.*

_Thor Plumbing & Heating



Emergency Service

01

We take a three-step approach to help our clients develop a solid operational plan to keep their facility operating at 100%.

Thor's team is ready to assist with:

- 01 | Emergency service.
- 02 | Maintenance.
- 03 | Design-build services for when you are ready to expand your facility or replace your mechanical systems.

Our service team uses REAL-TIME GPS TRACKING to monitor the locations of all our technicians.

This advanced capability allows us to promptly send the nearest technician to your site, ensuring quick repairs and reducing your downtime. Our streamlined dispatch approach optimizes technician allocation, supporting our commitment to environmental responsibility and reducing our carbon footprint.

Thor's promise to you:

- communicate clearly;
- own our mistakes; and
- add value to your organization.

At Thor, we offer exclusive benefits to contract customers:

- reduced hourly rates;
- reduced wait times on service calls; and
- 24 hour service.

Our response to after hour emergency white glove service includes:

- professionally managed dispatch;
- 24-hour emergency service;
- hiring the very best and retaining;
- on-call technicians; and
- stocked service vehicles.

*Every challenge
is an opportunity.*

_Thor Plumbing & Heating

Maintenance 02

MAP

Maintenance

Assurance

Program

Every customer comes with their own unique needs, preferences, and budget constraints. We work closely with our customers to create a maintenance contract that suits them perfectly. With our years of industry know-how, we also make sure to share the importance and advantages of having a solid maintenance plan with our clients.

Why?

- 01 | Avoid downtime.** 82% of business experience at least one unplanned downtime due to lack of maintenance.
- 02 | Running equipment to failure is poor planning.** Without regular maintenance the average cost is 10X more than running a scheduled and defined maintenance program.
- 03 | Addressing aging equipment before it dies allows you to budget effectively.** Our end-of-life reporting feature ensures you are fully aware of the age of all your equipment so you can budget for operational expenses before failure happens.



Maintenance
programs work

88% of companies have a maintenance program because it saves money and helps control costs.

*We are more than just
a service company.*

_Thor Plumbing & Heating

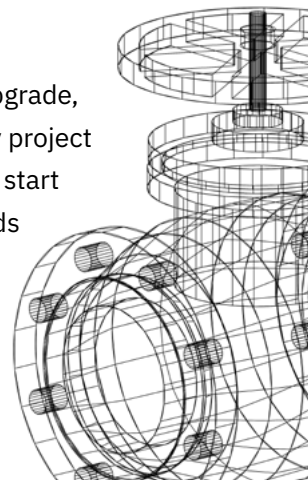
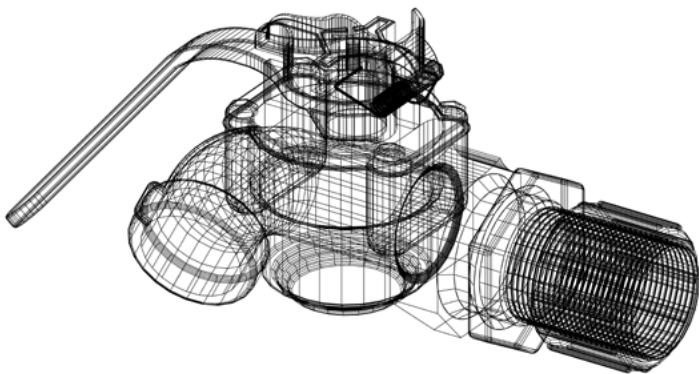


Design-Build and Equipment Replacement

03

Our team of multi-skilled designers and experienced tradespeople excel in design-build construction, seamlessly installing new equipment or replacing old, end-of-life systems. We pride ourselves on making the complex simple, effortlessly navigating intricate mechanical systems to deliver top-notch solutions.

Whether it's a new installation or an upgrade, our client-first approach ensures every project is handled with precision and care. We start with a deep understanding of your needs and budget, ensuring a smooth, efficient process.



Clear honest and respectful communication is our promise.

_Thor Plumbing & Heating

Technology



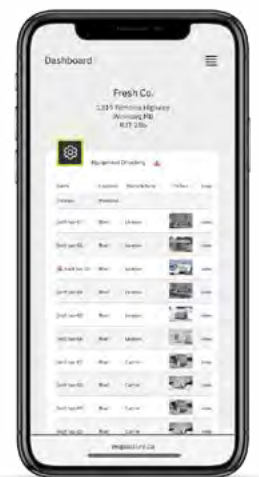
The Maintenance Assurance Program (MAP), is a specific Thor Technology developed for maintenance and operations, and your peace of mind.

We developed our own technology because we saw gaps in the marketplace where we could not find a solution to our pain points and that of our customers.

- 01 Transparency and a guarantee of work performed.** Maintenance is done according to a written process in all aspects of our service, ensuring you are informed about every task performed on your equipment. Upon completion of the work, we provide a detailed report, including maintenance, and repairs for your review.
- 02 Asset management for all equipment serviced and maintained by Thor.** We maintain a comprehensive asset management system for all equipment under our care. Each asset is cataloged and tracked, allowing for precise management, maintenance, and performance monitoring.
- 03 Digital checklists and real-time reporting.** We utilize digital checklists and reporting tools to ensure efficiency and accuracy. Reports are delivered in real time, eliminating the need for delayed reporting and providing you with immediate insights into equipment status.
- 04 End-of-life meter on all equipment.** We install end-of-life meters on all equipment to provide you with a clear indication of when replacement may be necessary. This feature helps you budget and plan for equipment replacements well in advance.

- 05 Up-to-date budgets for equipment replacement.** We maintain up-to-date budgets for all equipment that is approaching the end of its lifecycle. So, not only do you have an indication of what equipment is potentially going to fail you have the cost of replacement removing the guesswork.

At Thor, we are dedicated to delivering the highest level of service and asset management to our valued clients. Investing in technology is just one of the ways we represent our commitment to transparency, efficiency, and long-term equipment sustainability. We are taking maintenance to the next level and investing in technology is the smart thing to do.



*Together,
we achieve more.*

_Thor Plumbing & Heating



Core Values

What we do every day is essential and extremely important to our customers and to this beautiful city we proudly call home.

Clear, honest and respectful communication is our promise

To add value to the organizations we service beyond the services we provide

Positively impacting people's lives is our aim as a team

OUR CORE VALUES

Through passion and excellence, we exceed expectations

Relationships are the key to our success

Teamwork makes the dream work



If it's important to you
it's important to us

*Teamwork makes
the dream work.*

_Thor Plumbing & Heating



In the **Community** we support

 <p>TRUE NORTH YOUTH FOUNDATION Empowering Potential</p>	 <p>FIGHT FOR CHARITY</p>	 <p>Siloam Mission</p>	 <p>HARVEST nourishing our communities</p>
 <p>Ronald McDonald House Charities CANADA</p>	 <p>MOVEMENT CENTRE OF MANITOBA teaching independence - transforming lives</p>	 <p>Habitat for Humanity Manitoba</p>	 <p>WINNIPEG HUMANE SOCIETY</p>
 <p>Manitoba Animal Alliance</p>	 <p>FortWhyte Alive HUMAN. NATURE.</p>	 <p>The Children's Hospital Foundation of Manitoba</p>	 <p>CN 1998-2016</p>
 <p>The Dream Factory</p>	 <p>MCAM MECHANICAL CONTRACTORS ASSOCIATION OF MANITOBA ADVANCING INDUSTRY EXCELLENCE</p>	 <p>EG</p>	 <p>THE MIKE KEANE CELEBRITY HOCKEY CLASSIC</p>
 <p>SPRIT HOPE rescue</p>	 <p>Assiniboine Park Conservancy</p>	 <p>SKATECANADA HAZELRIDGE SKATING CLUB</p>	 <p>ZOO Assiniboine Park</p>

We support those who support us.



Thank you for
partnering with us.

—Thor Plumbing and Heating



The **Company** we keep



RAE'S



Birchwood



Great ideas start with
great teamwork.

_Thor Plumbing & Heating

JOBS ARE DONE BETTER WITH GREAT TEAMWORK

The **Company** we keep

MNP



SAFeway 
Ingredients for life



 McMunn & Yates
Building Supplies



Wonderbrands

CPKC



TrueNorth
SPORTS + ENTERTAINMENT

FRESH CO 
Lowering food prices



canada  life



Rexall ^{WAC}

From all of us at **Thor Plumbing & Heating**

THANK YOU

for supporting our brand and allowing us to
continue to serve the under-served.



Our team is ready
and willing to help.





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When bad things happen
 to good equipment, our
 emergency line is always
 open to help you.

Weekends and
 after-hours emergencies:
 204-981-3550

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