

Operating since 1978, Lydale is one of Western Canada's most trusted disaster clean-up, restoration, and reconstruction specialists. Lydale's success has been built on the principles of honesty, integrity, open communication, and continual training and education. Our team members are committed to excellence in all of these areas and hold themselves to the highest professional and ethical standards.

As Good As News

LYDALE'S UPDATES AND INFORMATION FOR INSURANCE PROFESSIONALS AND THEIR CLIENTS

**Enjoy our newsletter –
and keep in touch!**

As Good as News is intended to be both informative and interesting. Your comments and suggestions are welcome! Please address your comments or inquiries to:

Jaimie Peters
Marketing/New Business Development
E-mail: jpeters@lydale.com
Phone: (306) 934-6116 (Saskatoon)

If you have received this newsletter in error and would like to update your company's contact information, please contact Jaimie Peters.



How do you say a sincere "Season's Greetings"?

If you don't have time to read this, the executive summary is "Thank you!"

Christmas has a message of "good will to all" and New Year's emphasizes the importance of looking back and looking ahead. There are many lessons to be learned or re-learned during this season, not only for individuals, but also for businesses.

The success we've enjoyed at Lydale in the past year, as in every year, is based solidly on our lasting good will with our customers, suppliers and employees. Without the trust and loyalty of those we serve, we would not have lasted in our first office in Saskatoon and then in Regina and Prince Albert. Nor would we have been able to get the start we needed when we branched out beyond our provincial borders – first to Edmonton, then on to Calgary and Lethbridge.

No wonder, then, that nothing is more important to us than living up to expectations. We

like to start each day as if it were our first day of business, where doing the work comes first, and performance is the only way to build a sustainable reputation in business (or anything else).

We have been fortunate to have managers and staff throughout Lydale's six offices who share that passion for performance and a consistent focus on the customer. We do everything we can to ensure that keeping our promise is, without exception, "the way we do things around here".

As Christmas fast approaches, and another year is about to begin, allow us to say "Thank You!" to all who share our values, and value our work. What words can best describe what we wish for you, your families and your business? From us to you: The Very Best of the Season, and a Happy New Year!



*"The way we
do things
around here."*



www.lydale.com

Protecting the Priceless

When Saskatoon's renowned Mendel Art Gallery experienced a fire, a coordinated effort was key to protecting its treasures.



November 17, 2006 was a happy day for the Mendel Art Gallery. A special gala marked the re-opening of the Gallery. There was certainly cause to celebrate, given the work that had gone on since the fire that had broken out on September 18.

Fortunately, the fire itself had been contained to the loading dock area where it had started at 3 a.m., and was extinguished 20 minutes later. But as anyone who has experienced a fire will tell you, even a small blaze can cause extensive problems. The Mendel had to close all of its galleries to the public, and began an all-out effort to restore the facilities damaged by fire, smoke and water. In a separate, painstaking operation carried out by Mendel staff, a number of paintings also had to be cleaned to remove the effects of the smoke and ash.

Lydale was called in to help ensure that all work in this sensitive environment was done properly. With priceless artwork, you don't get a second chance to get it right. The first step was to safely remove the at-risk artwork to a safer environment in the building, where extremely important conditions such as humidity could again be controlled. Lydale then began its restoration, starting with the loading area, then moving on to other areas of the building including the galleries.

Randy Lee, Lydale's Cleaning Supervisor for the project, says that coordination of the activities was very important. The Mendel is owned by the City of Saskatoon and managed by the Mendel, so all parties had to be informed and in agreement with every aspect of the operations. Even with the number of meetings that had to take place, Randy says the teamwork was "excellent", with everyone working in synch toward a common goal.

As a result, the Mendel Gallery is now back in full operation, with visitors enjoying the new exhibits, oblivious to any hint that a fire ever took place.

www.lydale.com

Drop by and say hi!

Lydale will be attending the following:

IIBAA Annual Convention
(Independent Insurance Brokers Association of Alberta)

May 6 – 9, 2007

We participate in the tradeshow event on:

Sun., May 6 – Mon., May 7, 2007

**Jasper Park Lodge
Jasper, AB**

IBAS Convention Tradeshow
(Insurance Brokers' Association of Saskatchewan)

October 11-13, 2007

We participate in the tradeshow event on:

Thurs., October 11, 2007

**Radisson Hotel
Saskatoon, SK**

Lydale Construction handled the clean-up at the Mendel Art Gallery subsequent to our fire in a professional, courteous and efficient manner. Its staff quickly adapted to the high security atmosphere and special needs of the Mendel. I would recommend this company to anyone who needs this type of service.

*Howard L. Janzen
Manager of Finance and Operations
Mendel Art Gallery*