

BUSINESS

Freeman Audio Visual Canada provides full-service audio visual solutions and rentals, advanced presentation technology and customized staging resources for conventions, corporate events and trade shows of all sizes.

OUR PURPOSE

Connecting people in meaningful ways

VISION

Working together, we will transform, grow and extend the world of live engagements

SCOPE

Freeman Audio Visual Canada annually produces:

- 47,000 work orders (i.e. equipment rentals, labour, consultation, etc.)
- 1,800 events (work orders valued at greater than \$10,000)

CLIENT SATISFACTION

- 96% national customer satisfaction rating, calculated by an independent survey team
- 100% of employees are customer-service certified by a reputable second-party training module

EMPLOYEES

- 600+ full-time
- 80+ part-time
- 14% with 20+ years of company service
- 25% with 10-19 years of company service
- 19% with 5-9 years of company service

EMPLOYEE TRAINING & DEVELOPMENT

- Invest \$250,000 in technical employee training each year
- Offer 13 unique technical training courses
- Provide 75+ Freeman professional development courses (i.e. business and office productivity)
- Launched Freeman Women's Development in 2012 to advance women as leaders

21 LOCATIONS

- | | | |
|-----------------|-----------------------|--------------|
| • Banff | • Moncton | • Saskatoon |
| • Calgary | • Montreal | • Saint John |
| • Charlottetown | • Niagara-on-the-Lake | • Toronto |
| • Edmonton | • Niagara Falls | • Vancouver |
| • Fredericton | • Ottawa | • Victoria |
| • Halifax | • Quebec | • Whistler |
| • London | • Regina | • Winnipeg |

2 independent operational units:

- Digital Services – a progressive department focused on the most advanced and evolving digital presentation offerings
- Set Shop – a unique carpentry division specializing in scenic design, custom-built sets, staging and room décor

Preferred audio visual and presentation solutions provider in:

- 86 hotels
- 17 conference and convention centres



SERVICES

- Audio visual
- Computer networking
- High Density Wi-Fi
- Simultaneous interpretation
- Lighting
- Audience response systems
- Scenic design and room décor
- ImaginAction™
- Specialty LED/LCD products
- Presentation management
- E-Posters
- Hybrid meetings
- Social media Walls
- Creative services
- Mobile Apps
- Projection mapping

INVENTORY

- National inventory valued at \$90 million
- 236,000 pieces of equipment across Canada
- \$5.5 million invested annually in new audio visual and computer equipment

CORPORATE SOCIAL RESPONSIBILITY COMMITMENT – HIGHLIGHTS

- Achieved the 'Master Level' of REfficient's 2014 Waste Diversion Champions list for diverting 10,000-99,999 lbs from landfills
- Recipients of 2014 InfoComm International Sustainable Technology Award and 2010 InfoComm International Green AV Award
- Published best Green-AV practices in Wiley Event Management Series 2012 text book 'Ethics and Corporate Social Responsibility in the Meetings and Events Industry'
- Proud corporate sponsor of Prostate Cancer Canada since 2011
- Proud corporate sponsor of Breast Cancer Research since 2011
- Exclusive partners with MPI Foundation and MPI Canada on the Events for Communities of Sustainability (ECOS) project since 2009
- Produced corporate Green Policy in 2006

AWARDS AND RECOGNITION

- 2014 InfoComm International Sustainable Technology Award
- 2014 Consumer Choice Awards—Ottawa, Vancouver and Toronto
- 2013 Consumer Choice Awards—Ottawa and Toronto
- 2013 Meeting+Incentive Travel (M+IT) Reader's Choice Winner—One of Canada's Favourite AV Companies
- 2012 Star Award—Outstanding Achievement in Technical Support
- 2012 Ottawa Business Achievement Awards—Professional Services of the Year
- 2012 Ottawa Tourism—Partnership of the Year Award
- 2012 InfoComm/LSA Staged Events Awards—Best Overall Staging for a Corporate or Association Event Honorable Mention
- 2011 InfoComm/LSA Staged Events Awards—Best Overall Staging for a Corporate or Association Event Award
- 2010 Star Award—Outstanding Achievement in Technical Support
- 2010 InfoComm International Green AV Award
- 2009 BC Event Award—Best Achievement in Technical Support

F R E E M A N

A U D I O V I S U A L | C A N A D A

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