

## How it Works

Through the HRAI Peer Exchange Program (PEP), 6 to 12 non-competing member contractors form a team of experienced and informed peer evaluators. HRAI organizes PEP groups based on business size, type, market orientation, etc. Only non-competing contractors are grouped together. HRAI will be available to help your group get started and answer any questions you may have.

HRAI administers the program. We promote PEP, organize the groups and help them get started. Once a PEP group is formed, however, it is the members' responsibility to organize meetings. Individuals cover their own expenses.

Typically, each PEP meeting will be hosted on-site by one member company and will last for two or three days. A thorough investigation of company policies and procedures, marketing strategies, financial statements and service operations is undertaken. This "peer audit" generates concrete suggestions for improvement based on other group members' own successes and failures.

Energetic and committed PEP members claim that the benefits of contractor-to-contractor exchange far outweigh the costs. This program is available exclusively to HRAI members... Take advantage of it to see what a PEP group can do for your business!

## A unique contractor-to-contractor information exchange and business mentor program.

Don't miss this opportunity to grow your business! HRAI's Peer Exchange Program unites non-competing member contractors from across Canada into dynamic groups to assess one another's business operations, sharing ideas, experiences and suggestions for improvement.

Join PEP today! Simply fill out the company profile form and return it to HRAI, to be placed on a list.

*"As a manager / owner we are always looking for ways to improve our business, the group gives us the ability to discuss, review and share best practices in a non competing environment. The quarterly meetings with our peers helps me stay focused in a competitive environment by introducing new ideas which in turn improves our overall success."*

- Jacques Campeau, Campeau Heating, Sudbury, Ontario

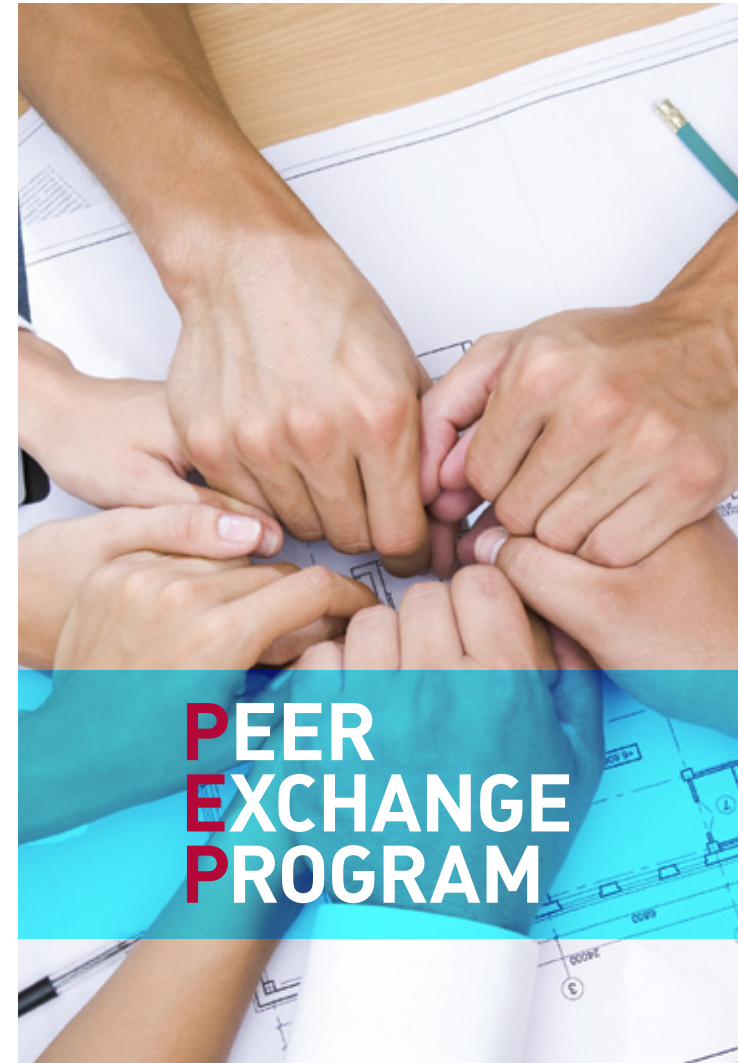


**HRAI**  
YOUR ENVIRONMENT • OUR EXPERTISE

The Heating, Refrigeration  
and Air Conditioning  
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**PEER  
EXCHANGE  
PROGRAM**

**The Heating, Refrigeration  
and Air Conditioning  
Institute of Canada**

## Company Profile

The following information about your company is needed in order to match you with an appropriate PEP Group. Accordingly, some of this information may be made available to other members in the group to which you are assigned. Otherwise, all information will be treated as confidential.

Please check each market you compete in and state the percentage (%) of your total annual sales volume derived from each:

- Commercial = \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_ % of my business
- Industrial = \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_ % of my business
- Institutional = \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_ % of my business
- Residential = \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_ % of my business

Total must equal to 100% of my business

## Peer Exchange Program (PEP)

Your Name: \_\_\_\_\_

Position: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Est. Annual Sales Volume: \$ \_\_\_\_\_

Total Number of Employees: \_\_\_\_\_

Age of Current Business: \_\_\_\_\_

Your number of years in HVACR industry: \_\_\_\_\_

Family Business  Yes  No

## Types of Work Your Company Performs: [Check all that apply]

- Heating  Air Conditioning
- Ventilation  Electrical
- Sheet Metal  Heat Pumps
- Refrigeration  Controls
- Plumbing  Other (Specify below)

Geographic market area served by your company:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fax completed form to 905 602 1197  
Attention: Scott Papp  
or email [spapp@hrai.ca](mailto:spapp@hrai.ca)

If you have questions, please call:  
905 602 4700 or 1 800 267 2231 x233

