



THE VALUE OF SRM AS A RECOVERY PARTNER



dis·as·ter (noun)

/də'zastər/

A sudden, calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or environmental losses that exceed the community's or society's ability to cope using its own resources.

Though often caused by nature, disasters can have human origins.

- *International Federation of The Red Cross*

DEFINING A DISASTER



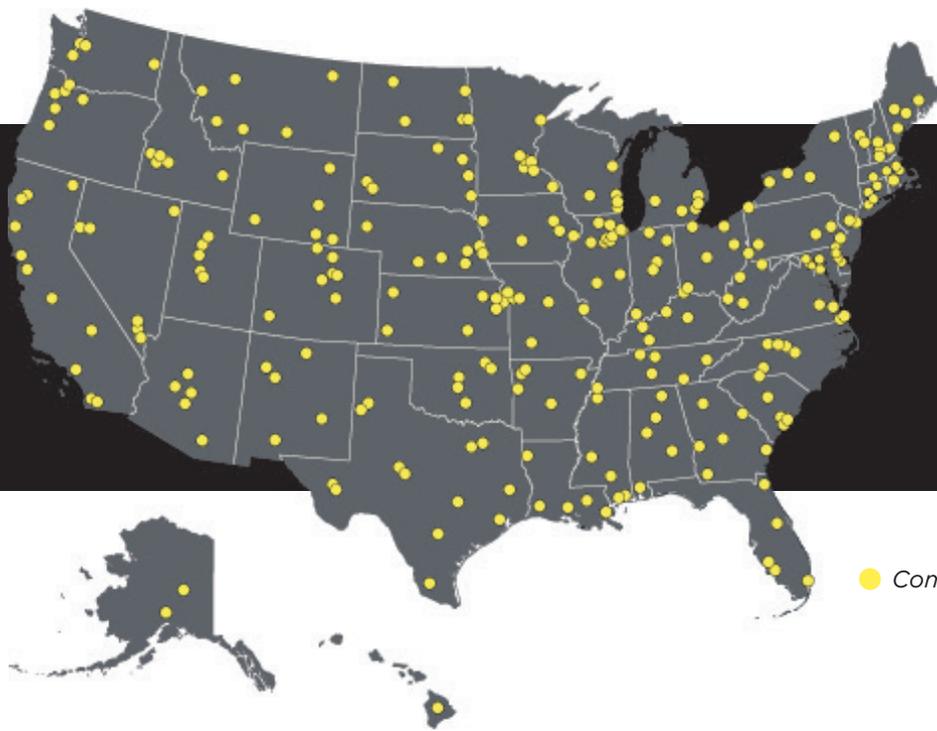


THE INDUSTRY'S ONLY PRE-DISASTER PARTNERSHIP

ServiceMaster Recovery Management believes the best defense is a good offense. Traditional pre-loss agreements offer little for commercial clients from the time of signing until they experience a loss. This is why, we have engineered the industry's first Pre-Disaster Partnership. Unlike outdated disaster response programs, our Pre-Disaster Program provides value to clients before, during and after a property loss. Our solutions are uniquely tailored to each client's needs and have been purposely developed to minimize risk, limit claim severity and significantly reduce business and life interruption. Calling upon our decades of experience along with invaluable feedback from clients and industry leaders alike, SRM has invested in the people, resources, technology and systems to bring a truly unique service offering to the market. Simply put, SRM has revolutionized how commercial properties should look at their disaster restoration partner.

BENEFITS

- Proactive Response To Your Loss
- Equipment & Resource Staging
- Pre-Approved Pricing
- Severe Weather Alert Mobile App
- Customized Loss Reporting Process
- Designated Account Manager(s)
- 24/7/365 Emergency Response Network
- Dedicated Emergency Response Number



WE ARE WHERE YOU ARE

With over 300 commercially certified locations across the country, you can be sure we will respond to your disaster quickly and efficiently.

● *Commercial Response Center*

YOUR TRUE FULL-SERVICE PARTNER

When your commercial facility experiences damage you need one company to turn to for all aspects of your restoration and recovery.

Many restoration providers claim to be full-service, but typically only refer to mitigation and basic reconstruction. These companies struggle with supporting aspects such as tree and debris removal, temporary power and lighting, fuel and many other aspects that are required to be a one-source-solution. In order to deliver the most effective restoration in the most efficient manner possible, SRM has developed a comprehensive service package allowing us to provide the only true one-source solution available in the industry.

SERVICES

- Mitigation
- Water Extraction & Moisture Control
- Fire & Smoke Restoration
- Odor Control
- Mold/Microbial Remediation
- Bio Cleaning & Disinfecting
- Documents, Books, Vital Records Recovery
- Machinery, Electronics Restoration & Rebuild
- Reconstruction

COMPREHENSIVE MITIGATION SERVICES

- Debris Removal
- Security Services
- Fuel
- Climate Control
- Temporary Board-Up & Roofing
- Emergency Power/Lighting
- Equipment Stabilization
- Temporary Facilities



Save money by minimizing damage caused by delayed service, avoiding service premiums paid during high-demand events and negotiating under client-favorable conditions. SRM clients typically begin restoration sooner and benefit from cost savings due to a pre-approved rate schedule.

Large commercial restoration projects are complex, and timing is imperative to success. The last thing you want to be doing after your building has been damaged is trying to locate support services your restoration contractor is unable to provide. Some of the more common issues we have seen competitors struggle with specifically are temporary power and lighting, fuel services and tree and debris removal. Each of these aspects is critical to a successful restoration. In addition, restoration cannot begin or continue until these aspects have been secured. Adding to the complication, trying to identify and secure these services after an area-wide event such as a tornado or hurricane can be especially difficult due to demand. Even if a facility is able to identify a provider, negotiation during these high demand events is nearly non-existent meaning the facility will pay a premium price.

Reduce confusion and inefficiency by using our one-source-solution which delivers a shorter restoration timeline compared to using multiple contractors.

Our one-source-solution reduces confusion by providing one point of contact for all aspects of your restoration. In addition, this single-source management provides increased accountability as all services are working towards a common goal and schedule rather than each trade focusing on independent incentives and availability. This often results in improved scheduling and shorter timelines due to the single-source management.

Avoid costly delays caused by incomplete pre-loss agreements. When choosing SRM, you receive the most comprehensive pre-loss agreement available which has historically delivered fewer delays when compared to competitor's agreements.

When selecting your disaster restoration partner, it is imperative that your pre-loss agreement covers all aspects that may occur during the restoration of your facility. Many standard pre-loss agreements only cover the mitigation and possibly reconstruction. The SRM agreement covers all aspects of your restoration and support so that in the event you experience damage there are no questions or misunderstandings. Each and every aspect of ensuring your successful restoration and getting you back in business is covered from temporary power and lighting, fuel services and others. We also recognize situations arise that are impossible to foresee which is why we have structured our agreement to address any unforeseen needs in the same cooperative manner. All of this means you can rest assured that you received the most comprehensive pre-loss agreement available in the industry and have effectively minimized any chance of disruption or delay to getting your facility restored when needed.

At SRM, we offer one-source-solutions, so you can get back to business faster.



UNPARALLELED RESOURCES AND REACH BACK CAPABILITIES

Reduce stress while controlling costs using our unparalleled resources and reach-back capabilities. This scalable solution provides more equipment than any other restoration company, while maintaining scalability and cost control.

When your facility is impacted by a large-scale disaster such as a tornado, hurricane, large fire, or catastrophic flooding, you need a partner with the resources and capabilities to handle the entire loss, no matter how large. SRM has engineered a disaster recovery network that allows for the most efficient use of available resources and reach-back capabilities. This means as a client you receive a partner who has more resources and capabilities than any other company. No other provider has the equipment or personnel available through the SRM network of over 700 locations.

Our reach-back capabilities allow SRM to seamlessly scale to meet the needs of any size loss while at the same time protecting clients from excessive charges due to equipment mobilization. From large scale generators capable of powering entire work sites,

to semi-trailer mounted extraction units SRM has more large-scale equipment than any other company.

Reduce your yearly property restoration costs, while maximizing efficiency by having a single-source partner for all of your restoration needs regardless of size.

Being prepared for large scale disasters is critical to a successful disaster recovery plan. However, having a reliable, cost-effective solution for smaller losses is also important. Many restoration companies simply cannot provide efficient response to both large and small losses so they either decline smaller losses altogether requiring the client to use another provider or they over-respond by mobilizing far too many resources at the customer's expense. When engineering our Advanced Recovery Program, we recognized that neither of these situations was acceptable for our clients. We understand that clients need a solution that is available for all size losses while avoiding the excessive charges caused by mobilization efforts that do not align with client needs.



Get back in business faster after a loss by having a reliable restoration partner. The SRM pre-agreed rate schedule ensures you are never negotiating disaster services are in high demand.

When your facility is damaged, especially by an area-wide event such as a hurricane, tornado or widespread flooding, restoration companies will be in high demand and local equipment is often expended. This is not an optimal time to be identifying and negotiating with contractors. The high demand makes identifying contractors with availability difficult and often those who are available are not the ideal choice. In addition, when contractors are in high demand, they are less likely to negotiate pricing. Lastly, local resources are the first to be depleted, leaving the task of securing the equipment needed to quickly restore your facility nearly impossible.

RM recognized these challenges and engineered our network resources to provide the most effective solution in a scalable and responsive manner. We accomplish this through our extensive reach-back capabilities giving us more equipment, personnel, and resources than any other disaster restoration company. These resources are utilized in a systematic and scalable way specifically dependent on client needs. While many restoration companies require facilities to commit to predetermined resource needs, SRM mobilizes and stages these resources at our own expense. We then work with you as a client to develop an effective restoration plan and allocate the required resources. This approach provides the best of both worlds for clients because you receive access to the largest amount of resources in the industry while maintaining scalable cost control.

ADVANCED SEVERE WEATHER NOTIFICATIONS

While many restoration contractors claim they act as a partner to their clients, SRM is the only restoration provider who works in complete partnership with our clients to prevent damage or minimize severity. Most contractors simply mean they will respond to your loss once you have experienced damage doing little or nothing beforehand. Further, contractors rarely spend their own money and resources to actively protect their clients' facilities or help prepare so damages can be minimized.

When developing our Advanced Disaster Recovery program, we engineered a fully proactive solution covering all aspects of client service, communication, and resource deployment. This dedication is illustrated by our past and continued investment in resource mobilization and advanced equipment staging along with our investments into systems that we utilize to help best protect client facilities.

One of those systems is our advanced weather alert system. The most sophisticated disaster alert system available today, our system combines the latest weather monitoring technology, a database of client properties and sophisticated communication tools to deliver the most effective, customized advanced weather alerts to client emails and cell phones via our proprietary mobile app. Our customized advanced weather alerts are utilized for all major weather events or area-wide disasters. From hurricane tracking with potential property impacts to regional rain events, wildfires, polar vortex reports and more. You can rest assured you are receiving the best advanced weather alerts available in the palm for your hand, customized to your exact needs.



Severe Weather Alert Mobile App

- Touch to Dial
- Push Notifications
- Dedicated Account Reps
- Customized Weather Alerts



SRM helps you minimize loss severity by providing advanced weather alerts customized to include your property data. This allows you to make informed decisions and allows us to plan and prepare accordingly to best protect your property exposure. Similar to the way SRM is revolutionizing how commercial facilities think about disaster response with our Advanced Disaster Recovery program, we are doing the same for damage recovery and minimizing loss severity. Other contractors may mention minimizing loss severity, but they are only referring to reacting quickly to minimize the damage from progressing. SRM knew there was a better way to partner with clients to help minimize property loss or even avoid damage altogether. By using proven systems and protocols combined with a proactive attitude, SRM has developed a comprehensive approach to minimizing damage and loss severity.

The success of the SRM approach begins with extensive client data allowing us to make data-based decisions prior to potential damage. By having your properties mapped in our system we can provide customized advanced weather alerts showing your specific properties and details on how they may be impacted. We can then discuss options with you to determine the optimal preparation and planned response. These preparations often help clients avoid damage through preventative

measures or minimize loss severity through steps such as shutting of gas supply, arranging temporary power needs or other aspects.

In addition to preparation and prevention, SRM will mobilize equipment and resources through our Advance Disaster Recovery program utilizing our proactive equipment staging based off your specific needs. This can range from large-scale mitigation and drying equipment to temporary power or lighting. We mobilize the equipment for your specific anticipated needs at no cost to you. This equipment is then strategically staged in areas we forecast to provide the earliest access to your facilities. Many competitors rely on post-event mobilization which is often impossible or at minimum delayed due to damaged infrastructure such as blocked roads or bridges being closed.

Lastly, having your facility location data combined with our Advanced Weather Alerts allows us to coordinate post-event site evaluations such as property assessments or drone assisted roof inspections. These evaluations allow us to not only minimize further damage by securing any compromised areas of your building, but also we can immediately begin developing your restoration plan and ultimately get you back in business sooner. Often, while other restoration companies are still trying to arrange getting someone on site to evaluate the loss, SRM has already started mitigation.

Save time and resources by eliminating the need to monitor weather across the country or purchase expensive weather monitoring systems. Our Advanced Weather Alerts help clients save time and money by helping minimize potential damage. In addition, our system provides immediate savings by eliminating the need for clients to spend money on a weather monitoring system and commit the time required to monitor weather across the country. Our system is the most sophisticated disaster alert and weather monitoring system available. Far more accurate than publicly available weather tools, our proprietary system utilizes the most advanced weather tools which provides more data and information relevant to potential storm activity or weather impacts such as freezing temperatures. Specifically engineered to meet our strict requirements, everything about our system was built with commercial property client needs in mind. The level of accuracy and customized details is simply not available from any public site or service which other restoration companies rely on. When you become an SRM client you can be assured you have the power of the most superior disaster alert and weather monitoring system and team on your side.

In addition to providing you with the most advanced weather data and alerts, we also provide easy access to relevant information such as road closures, power outages, notices and more. Through our custom developed information centers, developed specifically for each event, you and your company have an easy way to stay up to date on the latest developments, often including our SRM Ground Reports from our personnel in the field. These Ground Reports provide eyes-on-the-ground information not available through traditional media channels. In addition, unlike media outlets, we are not concerned with creating interest by dramatizing events. What this means for you is an accurate view of the impact.

As an organization, SRM has and continues to invest heavily in engineering, developing, managing and constantly improving our disaster alert and weather monitoring system because our experience tells us the better informed you are, the better decisions you make, especially when it involves preparing for a storm or potential property damage. No other commercial restoration company offers this level of protection and preparation by providing data and detail direct to clients in such a sophisticated and easy-to-use format. This high level of information combined with our extensive expertise and simplistic delivery via our mobile app means you can be confident your properties are best prepared to minimize damage and reduce loss severity.

EQUIPMENT & RESOURCE STAGING

Minimize downtime with the only Advanced Equipment Staging available in the industry. This approach provides coordinated equipment mobilization prior to expected weather events. If your provider is waiting until after a storm to respond, they are already too late. While other disaster restoration companies claim to have the fastest response after a disaster, they still wait until after the disaster to begin response. SRM has engineered the industry's only proactive approach to commercial property restoration utilizing strategic advanced equipment and resource staging to ensure immediate response once the storm or event has passed. While we are moving equipment onto client properties, other restoration companies are still trying to relocate their equipment to the area. This reactive approach common with other contractors not only delays the initial response, but often gaining access to the impacted region is not possible for days or even weeks following a storm. By strategically staging equipment surrounding the expected area, SRM is often on-site beginning mitigation when competitors are still trying to gain access to the area and moving equipment. This proactive approach means you have the best chance of minimizing property damage and overall loss severity.

You no longer have to worry about whether or not your facility will receive the necessary equipment. SRM works directly with you and our severe weather team to anticipate your facility's needs and stage the appropriate equipment and resources in advance of the storm. This Advanced Equipment Staging allows SRM to respond immediately following a storm and typically begin restoration before competitors.

SRM's Advanced Equipment Staging means you receive the precise equipment needed for your property immediately following any major storm or event. This equipment can include any mitigation equipment such



as extraction units and dehumidifiers, but in addition it includes any necessary support equipment such as generators, temporary lighting, restrooms or even fuel services. We understand the complex nature of restoring commercial property after major weather events and will work closely with you to ensure the equipment you may need depending on the event is ready and waiting. This advanced staging eliminates the need for you to worry about securing, negotiating and mobilizing equipment post storm. Even other contractors who may offer priority response do not mobilize until after the storm and may not even have the appropriate equipment allocated for your needs. Only SRM's advanced equipment staging delivers effective, pro-active equipment staging and response.

In addition to equipment, SRM has more project managers located across the country than any other restoration provider. While other contractors often hire project managers during high-demand events, SRM never hires temporary project managers. The use of our own management personnel ensures our clients receive the best possible service. All too often, competitors use high-demand event to hire and test new management. This often results in their clients receiving subpar talent who is learning at the client's expense. We follow a strict hiring practice to help guarantee quality and never utilize temporary management personnel.

Reduce stress and worry by having a partner you can trust to provide priority response no matter the event or whether there are "higher priority" clients in the area. The SRM partnership is never tiered and provides the highest priority in the industry.

We provide all clients with the same urgency and never allow companies to purchase higher priority treatment. As mentioned, many disaster restoration companies offer "priority" response claiming to allocate resources to your facility. The truth is however, most companies have multiple tiers of "priority", meaning even if you have signed up for priority response they may place other facilities in your area higher on their list simply due to the fact those facilities pay a higher retainer or may possibly have a more costly loss. SRM does not offer tiered response and never prioritizes clients based on potential loss size. When you become an SRM Advanced Disaster Recovery Partner, you receive complete prioritization including allocated advanced equipment staging. You can be confident that if needed, you will receive the equipment required to complete your restoration and priority service throughout your entire project.

While other contractors may charge a retainer to be on their priority list or possibly charge an up-front fee for mobilizing equipment even if your facility is not damaged and you have no need for the equipment, SRM never charges clients a retainer to be on our priority list. In addition, we never charge fees for advanced equipment staging unless the equipment is needed. This means you receive all the benefits of our advanced equipment staging at no obligation. If the storm changes course and your facility is left undamaged, you do not pay a single dime for the equipment staging. You only pay the pre-agreed rates for the equipment if needed. No other provider commits this level of investment and resources to protect clients.

Cutting Edge Technology

- Most comprehensive documentation of your loss
- Utilize state-of-the-art technology to deliver more data than any other post-storm assessment
- Minimize damage by securing your facility against further damage



POST STORM DAMAGE ASSESSMENT

Save time and money by minimizing damage, beginning restoration faster and making more informed decisions using our post-storm damage assessments. Our assessments offer the most comprehensive view of your loss and utilize state-of-the-art technology to deliver more data than any other post-storm assessment. Planning and effectively preparing for potential property damage are key to the success of the SRM Advanced Recovery Program. However, we understand all of the preparation in the world does not help if the post-storm response is inefficient. We have developed an effective response including the most comprehensive post-storm assessments in the industry. Our post-storm assessment help clients minimize damage, allow for a faster restoration plan development and can also help with client-side decisions. We deploy our highly trained scout teams to assess the damage for client properties. These teams use the latest state-of-the-art technology such as drones, 360° cameras and infrared moisture mapping to deliver the most comprehensive post-storm assessment in the industry. We then communicate directly with our clients to discuss the data and recovery plans as needed. Due to the extensive data and information included, these discussions often aid client-side decisions such as the possibility of returning residents to the property or arranging temporary work environments. No other restoration contractor provides this level of information in post-storm damage assessments.

Minimize damage by securing your facility against further damage, beginning mitigation immediately based on actual data and mobilizing

specialized equipment as needed. All of these aspects are possible due to our comprehensive post-storm damage assessments. Our post-storm damage assessments can help minimize damage by providing the necessary information regarding securing the facility against additional damage. Often storm damage leaves a property vulnerable to the elements due to a compromised roof or broken windows. Our damage assessment will include these aspects and provide a recommendation to effectively secure these areas in order to limit additional damage. Further, we can provide a solution and begin mitigation immediately based on the information. While other contractors may begin blindly moving equipment to your facility, often costing you unnecessarily, SRM is able to pull equipment from our advanced staging areas specifically for your needs. While this equipment includes mitigation equipment such as extraction units and dehumidifiers, SRM is able to take it even further and deliver support equipment such as temporary power, temporary lighting, hand washing stations, portable restrooms and even fuel. These items are imperative to not only successfully restoring your property, but doing so in the fastest, most effective manner all while protecting your facility from additional damage.

Get back in business faster by using our post-storm assessment data to develop an effective restoration plan and validating the loss for third party stakeholders. After a facility is damaged by a storm or event, it is crucial to develop a restoration plan as quickly as possible so mitigation can begin. Our drone-assisted assessments provide a unique



and previously unavailable viewpoint allowing for the inspection of your facility's roof integrity, any potential areas that have been compromised and possible safety concerns. In addition, SRM conducts post-storm moisture mapping, often identifying areas of moisture invisible to the naked eye. This increased level of information allows SRM to not only develop the most effective restoration plan possible, but we are also able to validate the loss for third-party stakeholders. These stakeholders may include insurance representatives, adjusters, consultants or others. By providing data and visual evidence, conversations become more productive and less reliant on subjective decisions.

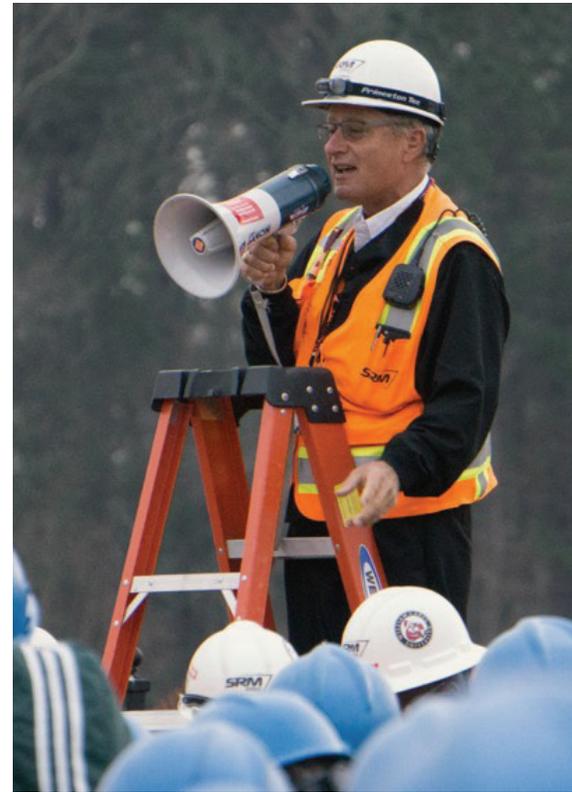
Lastly, we often find our post-storm damage assessments and the accompanying information help facilitate client-side decisions. These decisions may include relocating residents to or from the property, allocating internal resources to various facilities or areas within the facility, or possibly for clients who have multi-property exposure they receive a holistic view of their facilities and can make educated decisions on response. Regardless of the specific situation, SRM believe the more informed clients are, the more equipped they are to make the right decisions.

LARGE LOSS JOB REPORTING

Eliminate confusion and save time with the best large loss reporting available. At SRM we understand having the equipment and capabilities to complete a job is only part of what it takes for a successful commercial restoration. We know success depends on clear, concise communication from the very beginning of the project all the way to the final invoice and completion of the job. For this reason, we have dedicated extensive time and resources to developing the best project communication and large loss reporting available. From customized client portals which include all relevant documents and information, to project documentation and daily project manager reports, every aspect of our large loss reporting has been

designed to eliminate confusion, save clients time and minimize potential discrepancies. The result of our dedication is the most effective large loss reporting in the industry. Large loss restoration projects are highly complex and involve many components and moving parts. From scheduling to equipment, personnel management to site logistics each aspect needs to be managed correctly as well as documented properly and communicated in an effective manner. Proper, effective communication is the only way to eliminate confusion for all parties. SRM has developed the most sophisticated, yet simple communication methods to ensure everyone involved in the restoration is kept up to date and properly informed. This communication eliminates confusion by providing timely information on all aspects of the project. Every aspect of your restoration is well documented and clearly communicated to all stakeholders continuously. In addition, our standardized reporting means you receive the exact same information in the same format no matter how many properties you have. Each and every project follows the exact same protocols and procedures. This standardized approach saves you time and further eliminates confusion.

When developing our large loss reporting we recognized the need to include multiple stakeholders and provide a clear chain of communication. All too often other contractors fail to provide this clarity and the results can be disastrous. From misinformed decisions to misunderstood project scopes or sign-offs, all of these aspects create confusion and disrupt the restoration process. The SRM large loss reporting and communication provides a simple, direct way of communicating while providing redundant documentation. This process is customized to each client's specific needs regarding communication chain, sign-off requirements, loss size dependencies and more. All of these aspects mean you save time by not having to chase down information or relay it to other stakeholders. In addition, if questions arise there is a simple method of recounting past communication to obtain the necessary information. No other restoration provider has dedicated more time, effort and resources to develop such an effective communication process.

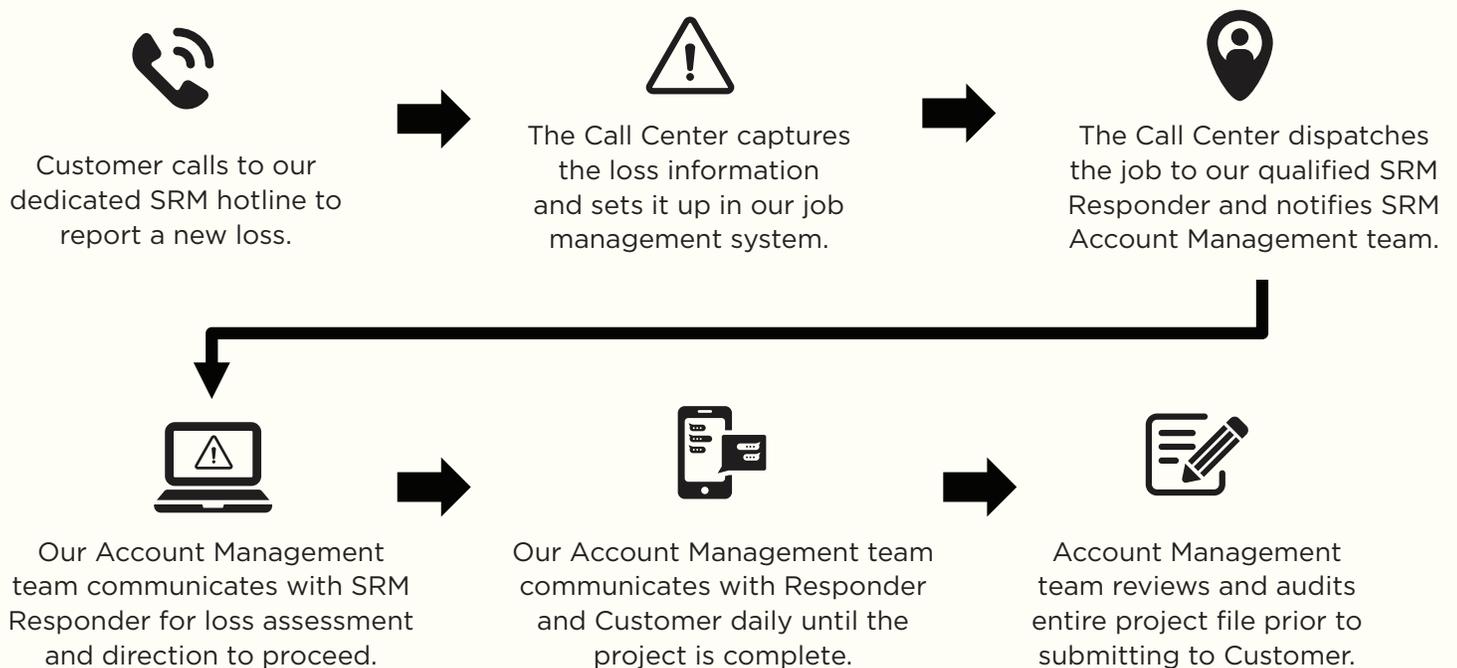


CENTRALIZED MANAGEMENT

SRM understands that having multiple facilities across the country creates additional challenges when it comes to ongoing management of disaster restoration. We also know that having to coordinate, interpret, process invoices from a multitude of vendors across the country is not only confusing, but also results in lost efficiency due to the various formats, quality and consistency. We solve these issues minimizing confusion, reducing stress and saving you time by utilizing a centralized management system which provides exact consistency and quality on every loss, not matter the location or the size. From a \$1,000 toilet overflow in Seattle to a \$10M fire in Miami you can be confident you receive the highest quality service, expert management and the exact same invoice format. This consistency maximizing your time and efficiency while providing the best quality service possible.



SRM RECOVER WORKFLOW



One aspect that other disaster restoration contractors struggle with is effectively responding to, completing and managing both large scale losses and small, everyday damage. Typically, a provider who is large enough to handle large-loss projects is not able to respond to smaller losses which facilities experience much more frequently. This leaves the client struggling to find local coverage. Conversely, contractors who can respond to smaller losses are not equipped to handle large-scale losses. Neither of these situations were acceptable for SRM as we worked to engineer the best solution for our clients. We recognized that in order for a solution to truly revolutionize how multi-location restorations of both large and smaller scale were managed, we needed to create a world-class centralized management system. The resulting management system simplifies vendor management, provides a single source provider across all locations and loss sizes and provides easier coordination across locations when an area-wide event impacts multiple facilities. In addition, SRM has extensive knowledge and experience in the commercial insurance claim process. This expertise is utilized on every single loss you may experience no matter what the cause or where the location is.



**The Nation's Leading Provider of
Commercial Restoration Services**

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