



**DISASTER RECOVERY TEAM®**  
SERVPRO® of Saginaw  
**1-800-631-5982**

# STATEMENT OF QUALIFICATIONS

## Disaster Recovery Team

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**FASTER TO ANY SIZE DISASTER™**



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**SERVPRO® of Saginaw**  
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**STATEMENT OF QUALIFICATIONS**  
Disaster Recovery Team



**Table of Contents**

- Introduction.....2
- Response Time .....2
- Services .....2
  - Structural Dehumidification ..... 2
  - Water Mitigation..... 3
  - Contents ..... 4
  - Fire ..... 4
  - Microbial Remediation ..... 5
  - Reconstruction Services ..... 5
  - Trauma Scene Cleanup..... 5
  - Disaster/Catastrophic Response ..... 6
- Company Structure.....7
- Certifications .....7
- Insurance .....7
- Team Resume .....8
- Recent Project Experience ..... 12

## Introduction

SERVPRO® Disaster Recovery Team (DRT) has been performing restoration services for clients with fire and water damage since 1967. Our extensive experience provides us with common-sense solutions to restore your property and contents to pre-loss condition. SERVPRO® has the knowledge to create and communicate a proper scope of work and accomplish our goals in a timely manner. You can be assured that we, as members of the acclaimed Disaster Recovery Team, have the necessary equipment, staff, and training to help with virtually any disaster restoration scenario. SERVPRO® has multiple offices in all 50 states, guaranteeing that we can be available to restore a loss anywhere in the United States quickly.



## Response Time

In a catastrophic event, the priority is getting your business up and running as quickly as possible. Our immediate response can help you resume normal business functions quickly and avoid unnecessary revenue loss. SERVPRO® has a fleet of equipment “locked and loaded” and available 24/7/365. With nearly 1,800 locations nationwide, SERVPRO® can start initial mitigation service within hours of your call.

## Services

### Structural Dehumidification

Floods, fires, hurricanes, and plumbing failures can be devastating. If moisture or water is not controlled, it will destroy walls, flooring, furniture, documents, electronic equipment, and countless other items. Often, structural drying is the most critical piece of the restoration process. Drying services can save your structure and its contents by utilizing desiccant dehumidification, refrigerant dehumidification, radiant heat, and air movement equipment to stabilize the ambient conditions and drastically reduce replacement costs.

Our state-of-the-art drying equipment, including our fleet of First Strike Mobile Desiccant Dehumidifiers, is available to quickly respond to any disaster situation. We are on call 24 hours a day, 7 days a week, 365 days a year. Our qualified team of project managers and trained technicians is always on call to drastically minimize your losses and get you back in business. Our professional dehumidification service can reduce secondary damage and the opportunity for mold growth and its destructive process. Most importantly, we provide complete documentation of the structural dehumidification process and any additional mitigation by utilizing the latest sophisticated equipment and reports.

### Our Structural Dehumidification Services Include:



- Environmental Stabilization
- Building Stabilization
- Selective Demolition
- Document Freeze-Drying
- Temporary Emergency Power & Distribution
- Debris Removal
- Microbial Mitigation

### Water Mitigation

Our disaster recovery team is trained to help mitigate water damage, preventing or minimizing secondary damage to your property. SERVPRO® is able to provide psychrometric charts, moisture readings, thermal imaging, and moisture mapping, which documents our efficient and effective drying services. Our company maintains a fleet of water removal vehicles, pumps, and portable extractors to remove virtually all categories of water. Water mitigation, in conjunction with structural dehumidification, can substantially reduce business interruption and reconstruction costs.

### Our Water Mitigation Services Include:

- Water Extraction
- Flood Clean-up
- Sewage Clean-up
- Black Water Clean-up
- Selective Demolition
- Debris Removal
- Insulation Removal
- Environmental Stabilization
- Large- Scale Labor Force
- Emergency Relocation Services
- Temporary Emergency Power and Distribution



## Contents

SERVPRO® maintains a full in-house contents-restoration team. Our team is led by a Certified Restorer who has received the highest training available in the restoration industry, and we maintain a substantial inventory of proven cleaning tools and chemicals. This allows us to complete your job in a timely manner. SERVPRO® provides secure climate-controlled storage to safeguard your possessions. Our team of preferred vendors restores advanced electronics and machinery and provides document restoration and freeze-drying. We have successfully restored contents from all types of losses, including financial institutions, municipal entities, retailers, schools, industrial, and commercial buildings. SERVPRO® can provide a complete inventory (salvageable and unsalvageable), pack-out and reset, and even relocation if needed.

### Our Contents Services Include:



- Content Restoration
- Emergency Relocation Services
- Electronics Cleaning
- Data Recovery
- Soot, Smoke, Odor & Residue Removal
- Machinery Cleaning & Restoration

## Fire

After the fire trucks leave, damage will continue and restoration costs will increase when neutralization, corrosion control, drying, and cleaning is delayed. Fires emit a variety of chemicals and soot, creating difficult challenges for cleaning and decontamination; we have many systems of cleaning and permanent odor elimination at our disposal. The act of extinguishing a fire often causes water damage far beyond the areas visibly damaged by fire and smoke. Immediate drying by our applied structural drying technicians will prevent unnecessary reconstruction costs.

### Our Fire Services Include:

- Debris Removal
- Insulation Removal
- Environmental Stabilization
- Temporary Structural Repairs
- Temporary Emergency Power and Distribution
- Emergency Relocation Services
- Soot, Smoke, Odor, and Residue Removal
- Reconstruction Services
- Duct Cleaning



## Microbial Remediation

SERVPRO® has experience in large-scale commercial microbial remediation projects. Indoor environments contaminated by sewage and mold can cause serious health issues and degrade building materials; safety for a building's occupants and our technicians is always our priority. We work in conjunction with third-party indoor environmental professionals to determine the proper scope of work and whether clearance testing is necessary to ensure that healthful air quality is restored. Our certified mold remediation technicians have been involved in hundreds of large-scale commercial mold-remediation projects. SERVPRO® maintains equipment to handle all types of microbial remediation projects including cryogenic blasting units, supplied air respirators, PPE, HEPA scrubbers, HEPA vacuums.

### Our Microbial Remediation Services Include:

- Microbial Mitigation and Remediation
- Sewage Cleanup
- Black Water Cleanup
- Odor Removal
- Asbestos Remediation
- Debris Removal



## Reconstruction Services

Interruption to your business can be devastating. SERVPRO® is committed to minimizing the expenses created by the loss of use of your property. We provide seamless service among our project managers and tradesmen. Our knowledge and construction experience means we can take a proactive approach to reconstruction in a variety of scenarios.

SERVPRO® estimators and project managers will perform a comprehensive inspection of your loss and document the loss with digital photos. All of our findings are entered into Xactimate estimating software (an insurance industry standard) to carefully document like, kind, and most importantly, same quality. We meet with you and the insurance adjuster to help resolve your insurance claim, making certain that all hidden damages and small details are included. Our estimate and scope can be presented in days, not weeks. Your insurance adjuster will have the information to accurately settle your claim so you can stop worrying and we can begin rebuilding your structure as quickly as possible.

## Trauma Scene Cleanup

Most individuals and businesses are unfamiliar with trauma-scene clean-up until a crisis occurs. We provide a service like no other: the cleaning and remediation of blood and potentially infectious materials from homes, businesses, construction sites, autos, and even factories. SERVPRO has extensive training in handling blood-borne pathogens, hazard communication, and crime- and trauma-scene decontamination.

## Disaster/Catastrophic Response

Floods, fires, and natural disasters can be devastating to your business. SERVPRO® has provided catastrophic response throughout the United States and will ensure the road to recovery by mitigating existing damage, preventing further damage, and returning a client's investment to full operation with as little down-time as necessary. Our knowledge and experience as a large-loss restoration leader can be invaluable in your time of need. SERVPRO® will start to develop a proper mitigation scope and action plan immediately.

### Our Disaster/Catastrophic Response Services Include:



- Water Extraction
- Flood Clean-Up
- Structural Dehumidification
- Temporary Emergency Power & Distribution
- Environmental Stabilization
- Temporary Structural Repairs
- Selective Demolition
- Microbial Mitigation/Remediation
- Electronics/Data Recovery
- Document Freeze-Drying
- Machinery Restoration
- Debris Removal
- Large-Scale Labor Force

Our equipment includes:

- Generators
- Large-scale power distribution cable sets
- CFM Desiccants
- Air Scrubbers
- LGR Dehumidifiers
- Air Movers
- 53 ft. Equipment Trailers
- 53 ft. Supply Trailer with supplies to equip a 100 person restoration crew for two weeks without replenishment
- Truck-mounted Extractor
- Radiant Heat
- InjectiDry Systems
- Portable Extractors
- Temporary Heat
- Media Blasting

## Company Structure

We at SERVPRO® have a commitment to our clients is to mobilize a well-qualified team with extensive disaster restoration experience to complete your job safely. All projects are professionally managed in accordance with the Disaster Response Organizational Team structure. Documented communication is a key in successful and accurate project management to ensure the accuracy of a plan's execution. Communication flows in an organized manner from the project coordinator through the chain of command. Daily reporting is conveyed to the client solely through the project coordinator, who is responsible for overall management and success of the project.

## Certifications

Lead-Safe Certified Firm - U.S. EPA  
Certified Restorer – NIDR/RIA  
Certified Mold Remediation Supervisor (CMRS) - IAQA  
Certified Mold Technician - ASCR  
Water Damage Restoration - IICRC (The Clean Trust)  
Advanced Structural Drying – IICRC (The Clean Trust)  
8-hour Hazardous Waste Operations and Emergency Response  
Fire & Smoke Restoration - IICRC (The Clean Trust)  
30-hour General Industry Certification - OSHA  
10-hour General Industry Certification - OSHA  
Safety Specialist Certification - MICOC  
Infection Control Risk Assessment - ICRA

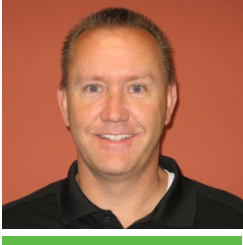
## Insurance

SERVPRO® has a complete program of comprehensive general and pollution liability coverage for our restoration, reconstruction, and remediation services.

Coverage		Amount
General Liability	Each Occurrence	\$1,000,000
	Personal & ADV Injury	\$1,000,000
	General Aggregate	\$2,000,000
	Umbrella	\$6,000,000
Pollution Liability	Occurrence	\$1,000,000
	General Aggregate	\$2,000,000
Worker's Comp	Each Accident	\$500,000
	Disease	\$500,000

## Team Resume

### CEO and President: Randy Miller



Randy is the President and CEO of SERVPRO® of Saginaw / Bay City and an award-winning franchisee, recently winning the 2019 Franchise of the Year and winning the 2004 Pinnacle Award. His franchises have been leaders within SERVPRO® for the past 15 years, earning recognition as an Extreme Team Member of the Disaster Recovery Team. Randy has been in the restoration and construction industry for over 20 years with obtained certifications from the IICRC in Water Damage Restoration Technician and Applied Structural Drying. He maintains a Hazmat certification and a Michigan builder's license.

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### Operations Manager: Eric Gauthier



Eric has been a Business Manager, a mentor, and a team leader in the Metro-Detroit area for nearly 30 years. He's worked as a General Manager in the restaurant industry managing 150 + employees in multiple locations he most recently managed a staff of 175+ employees as an Area Supervisor for a fortune 500 Company before joining SERVPRO®. Eric joined the SERVPRO® team in 2019 as a Disaster Recovery Operations Manager. He jumped in and immediately earned his IICRC Water Restoration Certification, IICRC Fire Restoration Certification, and GLSTC Safety Certification. Since then, Eric has Coordinated and Managed large-scale cleaning projects for COVID-19, as well as fire & flood projects throughout the Midwest, including a 500-year flooding event. Eric's diverse skill set makes him a perfect fit for the emergency services industry.

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### Project Manager: Paul Schwartz



Paul worked in the industrial paint field for over 20 years as both a specification expert and managed a staff of 100 in his capacity as VP of Operations. Paul joined the restoration field as a General Manager in the restoration industry. He received his advanced restoration designations of Certified Restorer (CR) in 2003, CMRS in 2001 and advanced ICRA Training. Paul has performed and managed large-scale, multi-million-dollar projects in the areas of structural drying, mold remediation, fire and flood losses, and technical restoration, in Florida, Illinois, Indiana, Iowa, Louisiana, Michigan, Nebraska, New Jersey, North Carolina, Ohio, Texas, and Wisconsin. Paul is a licensed builder in Michigan and a Certified General Contractor (CGC) in Florida.

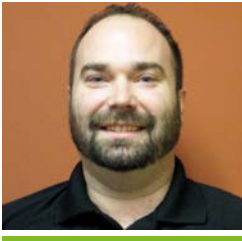
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### Project Manager: Sheldon Miller



Sheldon is a graduate of Central Michigan University with a degree in Construction Management. Before coming aboard full time in January 2015, Sheldon worked in the industry for seven years. As a member of the Extreme Response Team, Sheldon works as the commercial large loss project manager. He is certified for lead remediation, clandestine decontamination and has IICRC certification in Water Damage restoration, applied structural drying and applied microbial remediation. Sheldon is also a licensed asbestos contractor/supervisor in the state of Michigan.

## Project Manager: Mike Muccino



Mike has been with the SERVPRO® for four years. He joined with company with more than two decades of experience in the construction industry. Working through 2007 in residential construction, he has spent the last 10 years in commercial mitigation and insurance repairs. Mike has earned his WRT and ASD certifications along with a MICRO certification in mold. His experience has also included serving as an Operations Manager before transitioning into a Project Manager role for the Disaster Recovery Team, working across state lines on large loss construction projects. He also continues to work directly with insurance carriers through estimating and consulting services on large commercial losses.

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## Operations Manager in Abatement: Chris O'Neil



With over 15 years' experience in disaster recovery and restoration, Chris currently serves as our Abatement and Specialty Mitigation Operations Manager. In this role, he oversees all asbestos, mold, lead and hazardous material abatement projects. Throughout his career, Chris has amassed a great deal of abatement services experience in hospitals/health care, K-12 schools, colleges and universities, manufacturing facilities and commercial office buildings. He is certified in Water Damage Restoration (WRT), Applied Structural Drying (ASD), Applied Microbial Remediation (AMRT), Carpet Cleaning (CCT), Carpet Repair & Reinstallation (CRT), Odor Control (OCT), and he holds a Master Water Restorer accreditation. Chris also maintains a HAZWOPER license, and he is a licensed Asbestos Contractor/ Supervisor within the State of Michigan. Other Certifications include Lead RRP, ASCR Certified Crew Leader, ASCR Mold Remediation Technician, Master Fire & Smoke Restorer, and Master Water Restorer.

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## Assistant Project Manager: Jacob Stearns



Jacob is an Assistant Project Manager for our Extreme Response Team. He came to us with an extensive background in both welding and electrical engineering. Jacob is also versed in electrical and auto mechanics. For the ERT, he has worked on several large loss jobs around the Midwest and continues to bring ambition and support to our team.

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## Assistant Project Manager: Brandon Carlisle



Brandon has years of experience working in the restoration industry before joining the Disaster Recovery Team. As a member of the Extreme Response Team, Brandon works as an Assistant Project Manager. He is state certified in Lead Remediation as well as Asbestos Supervision and Inspection. He also holds IICRC certification in Water Damage Restoration (WRT), Applied Structural Drying (ASD), and Applied Microbial Remediation (AMRT).

### **Assistant Project Manager: Nyle Scully**



Nyle joined our SERVPRO® Disaster Recovery Team in 2020 as an Assistant Project Manager. He came to us with eight years of service in the United States Marine Corps. Nyle also has an Associate's Degree in Construction Inspection and expecting to finish a Bachelor's Degree in Business Management in the near future. Nyle has over five years of experience in residential reconstruction and mitigation construction, some of the trades including carpentry, concrete, roofing, and plumbing.

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### **Assistant Project Manager: Stefanie McDaniel**



Stefanie joined the Disaster Recovery Team and Extreme Team in May 2021 as a Project Auditor. Stefanie has over 20 years of combined working knowledge in insurance, accounting, and project coordination. While Stefanie is not assisting the DRT with major disasters, she enjoys spending time with her three grandchildren, shopping locally, and spending time with her friends and family.

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### **Project Estimator/Auditor: Nathan Boucher**



Nathan joined SERVPRO® in 2017 with several years of experience in insurance restoration. Currently, Nathan assists our Extreme Response Team by writing commercial and residential estimates using scopes and sketches provided by Project Managers. During major storm events, Nathan travels with our team to provide fast and efficient estimates, using programs like Time & Materials and Xactimate to ensure industry standard.

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### **Fleet/Resource Coordinator: Pat Waterman**



Pat Waterman has been a part of the SERVPRO® Disaster Recovery Team for the last 10 years. DRT relies on him for his knowledge of equipment and procedures. Pat has carried his CDL license for over 30 years and in those 30 years he was an instructor for CDL students. He also holds an OSHA certification. Pat has responded with our team to natural disasters such as hurricanes, fires, and floods. Pat was also a lead project manager for a COVID-19 field hospital in Novi, MI. When Pat is not working, he enjoys spending time with his grandchildren and fishing.

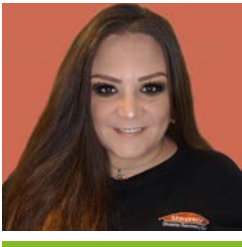
## Logistics Coordinator: Darren Howell



Darren Howell has carried a CDL for over 10 years and has a background in customer service. He safety transported, facilitated, and helped manage all the jobs that came in due to the recent hurricane season that devastated the South in 2020. Darren is an expert on the logistics side of all jobs he works on for the DRT. He has worked as an Assistant Project Manager for several jobs since joining the Disaster Recovery Team in 2020. He has proven himself to be up to every challenge that has been thrown his way and is constantly anticipating the team's needs for the next large loss.

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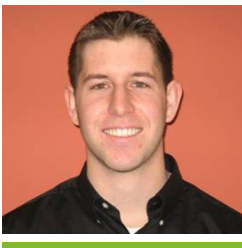
## Commercial Priority Responder: Kendra Patocki



Kendra worked in the industrial equipment industry for 13 years before joining the SERVPRO® Disaster Recovery Team. In her role as Sales and Marketing Manager, she is responsible for developing business in our Saginaw and Detroit franchise areas. Her project experience includes disaster recovery services in commercial and residential facilities. She also holds ICRA and GLSTC Safety certification. Kendra has responded with our team to natural disasters such as Hurricane Florence, Hurricane Michael, Hurricane Laura, and local flash-flooding events. When Kendra is not working, she enjoys spending time with her family and friends.

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## Commercial Major Accounts Manager: Shandon Miller



Western Michigan University alumni Shandon is a Commercial Major Accounts Manager and SERVPRO® mentor with almost 12 years in the restoration industry. He is responsible for promoting and managing SERVPRO® services to commercial customers and SERVPRO® mentees while also leveraging relationships, closing new business for SERVPRO® and ensuring customer retention. Shandon is also involved with our SERVPRO® Extreme Team as a priority responder and SERVPRO® mentor. He travels worldwide responding to disasters in hopes of saving local businesses as well as coaching and guiding other SERVPRO® franchises on new losses. Over the past five years he has responded with the Extreme Team on catastrophic events to clean up businesses, schools, and hospitals in Florida, Texas, Ohio, Tennessee, Florida, North Carolina, and Alberta, CA.

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## Commercial Priority Responder: Kim Osborne



Kim Osborne joined SERVPRO® in August 2017 and has been in the restoration industry for the past 12 years. Previous to the restoration business, Kim had 15 years of experience in the retail industry. Business development throughout the Detroit markets has been her main focus. Additionally, Kim has been an active member in the Blue Goose, SVAA, CAI, DMAA organizations. She has most recently responded with to the needs in Hurricane Michael for the Disaster Recovery Team for Saginaw.

## Recent Project Experience: Government

### City Hall - Bay City, MI

Project Cost: \$9,000,000

Emergency water mitigation services after a fire in the attic of the building.

**Services:**

- Structural Dehumidification
- Emergency Relocation Services
- Document Drying
- Electronic and Data Recovery
- Historic Reconstruction
- Contents Removal
- Cleaning



### Calhoun County Building - Marshall, MI

Project Cost: \$1,300,000

A four-inch water main break flooded 36,000 sq. ft. of the lower level of the building.

**Services:**

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Demolition/Removal of Unsalvageable Material
- Asbestos Abatement



### Genesee County Courthouse - Flint, MI

Project Cost: \$2,400,000

Structural dehumidification services after an underground water main break, leaving water damage and silt throughout the building.

**Services:**

- Emergency Relocation Services
- Document Drying
- Electronic & Data Recovery
- Contents Removal
- Cleaning



### Gladwin County Courthouse - Gladwin, MI

Project Cost: \$400,000

Emergency water mitigation services to a four-story water damage resulting from a frozen pipe in the boiler system.

**Services:**

- Document Drying
- Contents Removal and Cleaning
- Electronic & Data Recovery
- Structural Dehumidification



## Carteret County Courthouse - Beaufort, NC

Project Cost: \$300,000

Emergency mitigation services after severe damage from Hurricane Florence.

### Services:

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Demolition/Removal of Unsalvageable Material
- Asbestos Abatement



## Recent Project Experience: Healthcare

### Mid-Michigan Health - Midland, MI

Project Cost: 2,000,000

Emergency water mitigation services after a 500-year flood, leaving the lower level under 12 ft. of water.

### Services:

- Demolition/Removal of Unsalvageable Material
- Contents Removal & Cleaning
- Asbestos Abatement
- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Electronic & Data Recovery



### C.A.R.E. Rehabilitation Center - Panama City, FL

Project Cost: \$1,100,000

Emergency mitigation services after severe damage from Hurricane Florence.

### Services:

- Emergency Water Extraction
- Dehumidification
- Mitigation
- Contents Moving



### Sparrow Hospital - Lansing, MI

Project Cost: \$1,000,000

A frozen pipe on the fourth floor burst and flooded hospital wing.

### Services:

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Electronic & Data Recovery
- Demolition/Removal of Unsalvageable Material
- Contents Removal & Cleaning
- Asbestos Abatement



## Nebraska Medical Center - Omaha, NE

Project Cost: \$1,000,000

Emergency smoke and soot cleaning services after a fire in an exam room. Forty-eight-hour turnaround, with no business interruption.

### Services:

- Limited Demolition
- Structural & Content Cleaning
- Carpet Cleaning
- Upholstery Cleaning



## Michigan CardioVascular Institute (MCVI) - Saginaw, MI

Project Cost: \$421,000

A broken coupler on a water supply line to a second-floor toilet caused more than 12,000 gallons of water to flow throughout 6,500 sq. ft. of second floor offices. The downward water flow affected roughly 11,000 sq. ft. of first floor office space, including saturation of a significant number of traditional (paper) patient files. More than 20 employees were temporarily displaced and eight patient rooms within the 90,000 sq. ft. building were taken offline due to the resulting damage. Infection Control Risk Assessment guidelines were followed ensuring elimination of any cross-contamination threats. Throughout the completion of the project, not a single patient appointment was forced into cancellation.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Construction of Shelving
- Temporary Office Relocation
- Demolition
- Prep for Reconstruction



## Covenant Hospital Mackinaw Facility - Saginaw, MI

Project Cost: \$367,000

Below zero temperatures caused a water suppression line in the ceiling to burst, dumping thousands of gallons of water throughout the six-story facility. The Disaster Recovery Team mitigated the water loss – drying the entire fifth and sixth floors and isolated areas throughout the remainder of the building through to the basement. Within two days, outpatient surgery and laboratory services were up and running. Within seven days, reconstruction had begun.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Construction of Shelving
- Temporary Office Relocation
- Demolition
- Prep for Reconstruction



## Recent Project Experience: Recreational/Multiple Dwelling

### Boyne Highlands Resort - Boyne Falls, MI

Project Cost: \$3,000,000

An arson fire set during the resort's winter ski season opening weekend impacted the entire resort - including its ability to house overnight patrons. As one of Michigan's premiere winter resorts, the prospect of business continuity disruption to this magnitude was devastation. Our Emergency Response Team was able to contain and wrap the primary fire damaged area, clean, and restore the entire resort building including provision of new electrical, ceilings, duct work, and guest room renovation. The resort was able to accept overnight customers within 10 days of this major loss.

#### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Temporary Office Relocation
- Demolition
- Reconstruction



### Boulder Pointe Country Club - Oxford, MI

Project Cost: \$640,000

A fire suppression line burst causing complete flooding of this 23,000 sq. ft. premium golf club in Northern Oakland County.

#### Services:

- Large scale selective demolition including: Grill, Ballroom, Proshop, Lock Rooms, Food Pantry, and Walk-In Coolers
- Structural Dehumidification occurred with 10,000 CFM of desiccant dryers
- 1 million BTU of heat and 347 air movers



### The Encore Condos - Nashville, TN

Project Cost: \$270,000

Emergency water mitigation services after flooding by the Cumberland River.

#### Services:

- Power Washed, Disinfected, and Professionally Dried Mechanical Room
- Pressure Steam Cleaned Exterior of Building, Loading Dock, Receiving Area, and Sidewalks
- Structural Dehumidification
- Extracted Flood Water



## Elmwood Manor - Saginaw, MI

Project Cost: \$204,000

A 10-story public housing facility impacted by a fire in a single apartment. Smoke and water damage throughout eight floors.

### Services:

- Pack out and Transfer of Contents from 24 Apartments
- Selective Demolition
- Structural Dehumidification
- Smoke Damage Cleaning
- Removal of 12,000 sq. ft of ACM



## The H Hotel - Midland, MI

Project Cost: \$140,300

Emergency water mitigation services after a 500-year flood, leaving water damage throughout the lower level of the hotel.

### Services:

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Demolition/Removal of Unsalvageable Material
- Electronic & Data Recovery
- Contents Removal & Cleaning
- Asbestos Abatement



## Bridge Vista Beach Hotel - Mackinaw City, MI

Project Cost: \$96,000

A 99-room log-structured hotel experienced a third-floor pipe break. The water damaged each floor including the crawl space. Floors consisted of wood with a Light-Crete topping.

### Services:

- Emergency Mitigation
- Building Stabilization
- Project Lasted Eight Days
- 10,000 CFM of Desiccant Dehumidification
- 400 Air Movers for Structural Drying
- Approximately 65% of Drywall Removed



## Recent Project Experience: Education K-12

### Doyle Ryder Elementary School - Flint, MI

Project Cost: \$4,800,000

Emergency water mitigation and restoration services in two wings of the school: a four-story historical wing built in 1920 and a two-story addition built in 1988. The water damage resulted from separate frozen pipes in different areas of the school affecting multiple classrooms, cafeteria, kitchen, library, and offices.

**Services:**

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Temporary Classroom & Kitchen Construction
- Lead & Asbestos Abatement
- Complete Interior Restoration
- Structure Cleaning
- Mold Mitigation



### Detroit Community Schools - Detroit, MI

Project Cost: \$2,400,000

After a 140,000 sq. ft. building suffered from a flood, SERVPRO mitigated and repaired the damage in 30 days. Built temporary classrooms for the kids to continue classes while the school was being restored, including the gym floor.

**Services:**

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Electronic & Data Recovery
- Contents Removal & Cleaning
- Asbestos Abatement



### Adrian Dominican Sisters - Adrian, MI

Project Cost: \$1,100,000

A multi-story adult and children's school in which the fire suppression system failed in the attic during an extremely harsh winter. Thousands of gallons of water saturated the entire building. Challenges were plaster walls and fiberglass insulated ceilings. Paint was approximately 20 mils. thick, providing an exceptional and unwanted moisture barrier. In addition, each classroom had substantial custom-built case goods. Lastly, floor coverings and chalkboards were verified ACM.

**Services:**

- SERVPRO provided 25,000 CFM of Desiccant Dehumidification
- 1 million BTU's of Supplemental Heat
- 330 Kw of Supplemental Electrical
- Temporary Cable Distribution
- SERVPRO Utilized and Filled: Forty-Three 30 yd Dumpsters
- 3,600 Gallons of Propane
- 5,000 Gallons of Diesel Fuel



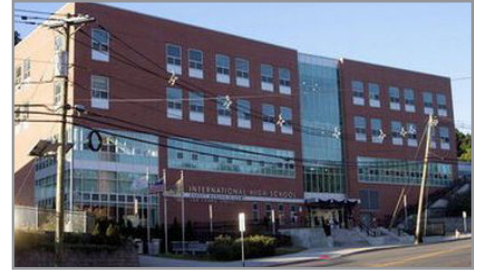
## Paterson Public Schools - Paterson, NJ

Project Cost: \$400,000

Emergency water mitigation services due to flooding by the Passaic River after Hurricane Irene.

### Services:

- Extracted Flood Water
- Power-washed, disinfected, and professionally dried mechanical room
- Structural Dehumidification
- Disposed of contaminated contents, cleaned and disinfected furniture, removed and disposed of affected flooring
- Packed out unaffected contents



## H.H. Dow Highschool - Midland, MI

Project Cost: \$370,700

Emergency water mitigation services were performed after a 500-year flood, leaving water damage throughout the building.

### Services:

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Demolition/Removal of Unsalvageable Material
- Electronic & Data Recovery
- Contents Removal & Cleaning
- Asbestos Abatement



## Success Mile Academy - Warren, MI

Project Cost: \$350,000

Multiple pipe bursts in this former Target store resulted in several different areas of building damage including multiple classrooms, gym, hallways, and locker rooms.

### Services:

- Complete water mitigation and extraction throughout
- Selective Demolition and flood cuts throughout building
- Structural Dehumidification utilizing 15,000 CFM desiccant and over 300 air movers



## Arrowwood Elementary School - Saginaw, MI

Project Cost: \$110,000

Heavy rain overwhelmed drain system in school courtyard flooding 90% of the 90,000 sq. ft. facility. Our quick response resulted in a loss of only two school days.

### Services:

- Emergency Mitigation
- Building Stabilization
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Contents Moving & Cleaning



## Recent Project Experience: Colleges/Universities

### Northwood University - Midland MI

Project Cost: \$5,000,000

Emergency water mitigation due to the historic 500-year flood in Midland. 5 buildings were affected on Northwood's campus.

**Services:**

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Extensive Water Extraction
- Removal of Raised Floor
- Selective Demolition
- Electronic Restoration



### University of Wisconsin-Madison - Madison, WI

Project Cost: \$1,800,000

Two buildings on the University of Wisconsin-Madison campus had elevated levels of lead contaminants due to summer painting projects on fire escapes in Agricultural Hall and Bascom Hall.

**Services:**

- Contained & Cleaned Buildings
- Paint Removal
- Lead Cleanup
- Lead Safe
- Power Washing



### Olivet College - Olivet, MI

Project Cost: \$500,000

A sprinkler head broke and caused water damage to the wooden floor. Water damage drastically changes the quality and appearance of a wooden court, making it nonfunctional. Emergency water mitigation and restoration services were performed.

**Services:**

- Emergency Mitigation
- Selective Demolition
- Removal of Raised Floor
- Structural Dehumidification
- Extensive Water Extraction
- Replaced Gym Floor



## Baker College - Allen Park, MI

Project Cost: \$350,000

A pipe break in the school affected 13,000 sq. ft. including several main campus buildings such as the café, study area, administrative offices, security, bookstore, computer labs, and multiple hallways. SERVPRO minimized business interruption (due to odors, construction dust, and trip hazards), and maintained public safety standards to enable students to complete finals week without interruption.

### Services:

- Extensive Extraction
- Selective Demolition
- Intensive Structural Dehumidification
- Temporary power distribution of 500 amps and 4000 linear ft. of cable utilized
- Reconstruction Services included: 6000 sq. ft. of drywall including hanging, taping, finishing, and painting in 72 hours



## Mott Community College - Flint, MI

Project Cost: \$107,000

A wind damaged roof allowed water intrusion during a heavy storm. Several crucial areas of the building were impacted including the computer lab, two classrooms, electronic control center, administration offices, and a large auditorium.

### Services:

- Extensive Water Extraction
- Removal of Raised Floors
- Selective Demolition
- Electronic Restoration
- Fire Proofing
- Stage Curtain Cleaning
- Structural Dehumidification



## Recent Project Experience: Commercial

## Parthenon Prints - Panama City, FL

Project Cost: \$8,700,000

Emergency mitigation services after 120,000 sq. ft building suffered from wind damage.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Temporary Service Relocation
- Demolition
- Reconstruction



## The Pinnacle - Nashville, TN

Project Cost: \$4,000,000

Emergency water mitigation services due to historic flooding of the Cumberland River.

### Services:

- Pressure steam cleaned and disinfected floors, walls, and ceilings of parking structure (600,000 sq. ft.)
- Structural Dehumidification
- Environmental Stabilization



## New Bern - Craven County Convention & Visitors Center - New Bern, NC

Project Cost: \$1,800,000

Emergency mitigation services after severe damage from Hurricane Florence.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Mold Mitigation
- Environmental Stabilization
- Water Mapping



## Wells Fargo - Jacksonville, FL

Project Cost: \$1,000,000

The Wells Fargo Center in downtown Jacksonville was severely damaged by water rushing out of the St. Johns River during Hurricane Irma. The 37-floor tower, the tallest building in Florida until 1981, needed emergency mitigation after flood damage.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Temporary Service Relocation
- Demolition
- Reconstruction



## Swanstrom Tool - Superior, WI

Project Cost: \$890,000

A premium tool manufacturer located in northern Wisconsin had a vat heater that failed and caused a substantial fire. Heavy soot damage and odor spread throughout the 20,000 sq. ft. facility. The fire also impacted a variety of CNC machines, presses, and a variety of single purpose manufacturing machines. Facility production continued during the mitigation and cleaning process.

### Services:

- Fire & Smoke Damage Cleaning
- All machinery was cleaned and tested with virtually no down time
- All lighting was replaced, flooring installed and building completely painted during off hours without inhibiting production



## Marketing Strategies Group - Pontiac, MI

Project Cost: \$765,000

A failed light bracket caused a hot lamp to land on a pallet of flammable clothing. The resulting fire caused extensive damage in a 30,000 sq. ft. distribution facility. The fire department cut 8 substantial holes in the 32' high roof and utilized water from above to extinguish the fire. SERVPRO responded with extraction and structural dehumidification equipment. SERVPRO also provided inventory services, including evaluation and disposal of over 1,200 cubic ft. of unsalvageable contents.

### Services:

- Extensive Smoke & Soot Damage Cleaning
- Relocation of staff & contents to temporary offices
- Arrangement of On-Site Storage
- Distribution facilities & temporary utility connections
- Complete reconstruction with a new seamless roof, roof insulation, rebuilding of administrative offices, new ceilings, and a complete repaint of the interior structure



## Albanese - Merrillville, Indiana

Project Cost: \$600,000

Emergency smoke and soot cleaning services performed after a fire broke out in this candy factory.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Mold Mitigation
- Temporary Service Relocation
- Demolition
- Reconstruction



## Crutcher-Tufts - Metairie, LA

Project Cost: \$400,000

Hurricane Isaac caused roof damage that allowed rain to affect the entire three-story office building.

### Services:

- Emergency Mitigation
- Building Stabilization
- Demolition/Removal of Unsalvageable Material
- Structural Dehumidification
- Contents Removal & Cleaning



## T. Dub's Pizzeria & Pub - Frankenmuth, MI

Project Cost: \$100,000

A restaurant suffered severe damage after a fire broke out. Emergency smoke and soot cleaning services were performed.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Fire & Smoke Damage Cleaning
- Structural Dehumidification
- Extensive Water Extraction



## Recent Project Experience: Community

## Glad Tidings Church - Lake Charles, LA

Project Cost: \$4,750,000

A large church and pre-school was damaged by excessive flooding during Hurricane Laura. Emergency mitigation and reconstruction was required for the 75,000 sq. ft. building. 1,800 seats were removed, selective demolition of impacted building materials, and exterior debris was removed.

### Services:

- Emergency Water Extraction
- Structural Dehumidification
- Demolition of Impacted Building Materials
- Temporary Power to Structure
- Environmental Control and Stabilization



## St. Andrew's Baptist Church - Panama City, FL

Project Cost: \$2,200,000

A large church was damaged by high winds and flooding during Hurricane Michael. 8 Buildings and over 85,000 sq. ft. were affected on one campus. Roofs on six of the buildings were impacted from moderate to severely.

### Services:

- Emergency Water Extraction
- Dehumidification & Mitigation
- About 2,500 yards of debris was removed and disposed of.
- 80,000 CFM of desiccant humidification
- 100 tons of air conditioning,
- 1.75 MW of temporary electric
- 100 laborers were used in the process



## Trinity Baptist Church - Lake Charles, LA

Project Cost: \$1,700,000

Water entered the church through the multiple roof penetrations caused by Hurricane Laura. There was significant water loss in the Pre-K section of the schools as well as lack of electricity caused by secondary damages throughout the rest of the building.

### Services:

- Emergency Water Mitigation
- Drying Services
- Temporary Power to Structure



## Kawkawlin Community Church - Kawkawlin, MI

Project Cost: \$1,200,000

A 99-year-old church was damaged after an elevator control panel caught on fire in the new addition section. Nearly 50,000 gallons of water was used by fire departments to put the fire out, causing the basement to flood. The fire also caused soot to be deposited throughout the entire church and the windows to bust out, making it a large loss.

### Services:

- Emergency Mitigation
- Contents Moving & Cleaning
- Structural Dehumidification
- Water Mapping
- Fire & soot Damage Cleaning
- Mold Mitigation
- Demolition
- Reconstruction



## Diocese of Lake Charles - Lake Charles, LA

Project Cost: \$695,000

### Services:

- Emergency Water Extraction •
- 



## Lake Charles Toyota - Lake Charles, LA

Project Cost: \$630,000

### Services:

- Emergency Water Mitigation •
- 



## Chrysler Automotive - Toledo, OH

Project Cost: \$329,950

An employee tested positive for COVID-19. Performed category 3 cleaning for entire site. We also provided them with SERVPRO disinfectant spray bottles. 564 pieces of equipment have SERVPRO bottles on them and 436 bottles placed at every workstation.

### Services:

- COVID-19 Preventative Cleaning
- Supply Labor for Cleaning



## Swartz Funeral Home - Flint, MI

Project Cost: \$226,000

The largest funeral home in Michigan suffered an extensive flood following heavy storms. The newly remodeled 10,000 sq. ft. lower level had water levels that reached a height of 2'6".

### Services:

- SERVPRO pumped out several thousand gallons of Category 3 contaminated water
- Selective demolition of the offices, laboratory, showroom, dressing room and bathrooms
- The entire structure was washed and treated with anti-microbial disinfecting agents
- 5,000 CFM of desiccant dehumidification
- 30 LGR dehumidifiers, and 200 air movers were utilized for structural dehumidification



## PepsiCo - Detroit, MI

Project Cost: \$23,330

After an employee tested positive for COVID-19, PepsiCo wanted cleaning/disinfecting done in a 10,000 sq. ft space (offices, break room, restrooms) and a 50,000 sq. ft warehouse for high touch areas as well as company vehicles.

### Services:

- Proactive Cleaning Solutions for Facilities and Vehicles
- Structural Cleaning



## TCF & SCS Center - Detroit & Novi, MI

When COVID-19 peaked in Detroit, a field hospital was created to take pressure off Metro Detroit hospitals. This field hospital held 1,000 beds for patients. SERVPRO provided proactive cleaning services.

### Services:

- COVID-19 Preventative Cleaning
- Supply labor for cleaning, cleaned rooms 3 times a day, changed linens every 3 days
- Cleaned rooms, floors, and equipment throughout facility





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