



Decontamination Proactive and Reactive Services Available for COVID-19

We offer two critical services for decontamination:

01 Proactive Measures

Protecting your teams in advance is as important as a quick response when a positive case is determined. Call us, and we will employ proactive cleaning measures as a first line of defense against the arrival of COVID-19.

02 Reactive Measures

When a case is determined, speed is critical. After we receive your call, we will quickly be on site, ready to do the walkthrough and begin set up to start decontamination.

Our promise:

- ✓ Fast decontamination of large facilities
- ✓ We employ all of the appropriate Personal Protective Equipment (PPE)
- ✓ We use 100% biodegradable, no carcinogens or poisonous residuals, in our decontamination products.
- ✓ All work is completed in accordance with applicable EPA, State, Local, IICRC, OSHA, NIOSH and AIHA guidelines.
- ✓ We take action in the most environmentally friendly way possible.
- ✓ All of our activities are safe for sensitive equipment.

How we safely conduct our work:

- ✓ Establish a controlled access point to the work area
- ✓ Ensure that all workers entering the work area were aware of hazards, are properly trained, utilize proper PPE, and follow proper sanitation practices such as no eating or drinking in the work area
- ✓ We use the appropriate application technique for your facility
- ✓ Conduct final clean up

BUSINESS ALERT

March 11, 2020



COVID-19: Engaging Interstate Services

Interstate Restoration continues to monitor the COVID-19 coronavirus outbreak closely and have activated response plans throughout our **North American COVID-19 Coronavirus Response Task Force**. Although the broader risk remains low, we recognize that the situation is fluid and can change rapidly.

Experience with COVID-19: We have completed several significant COVID-19 clean-up projects in large commercial properties following the confirmed presence of the virus. We have also completed proactive deep clean and disinfection jobs.

Response Times: Once an approval to proceed has been obtained based on the Industrial Hygienist (IH) protocols, we estimate a 24-48-hour response timeframe. Please note this is an estimated timeframe and response may vary due to a variety of business conditions.

Geographic Coverage: We can respond anywhere. The primary areas where we expect the most demand are metropolitan areas. If asked to respond to a smaller area or a remote location, a site-specific response plan will be developed to include further mobilization.

Industrial Hygienists (IH): Clients are to engage an IH professional to develop site-specific protocols, which we will execute to completion and sign-off. We can recommend qualified firms if required.

Cleaning Protocols: We will follow protocols developed by infectious control consultants and Industrial Hygienists (IH). These protocols will be established by the consultants based on site conditions and testing requirements. They will include the site-specific cleaning, sanitizing and disinfecting procedure for your property, utilizing only approved products.

Products and Application: Full details will be provided in the IH protocols and our Scope of Work. Note, that on all protocols to date, a full wipe down and treatment using an approved activated hydrogen peroxide type disinfectant has been required. Please note, the protocols can change on a case-by-case basis.

Process Duration: Depending on facility size, protocols, and site-specific conditions, jobs take between 12 and 72 hours to complete. We can work in shifts and around the clock to expedite. These are estimates based on completed jobs and can vary on a case by case basis, and subject to trained personnel availability.

Pricing: Costs will be quoted on a case-by-case basis due to varying site and space conditions, availability of your company IH professional. Pricing will be based on a square foot lump sum basis or Time and Material rates for Biohazard and Infectious Control.

Contact: If you require service or further information, please contact your Interstate Restoration account manager today.

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NORTH AMERICA’S LEADER IN EMERGENCY RESPONSE FOR COMMERCIAL PROPERTY

Emergency Response Planning | Mitigation | Reconstruction

1 WHO WE ARE

70+ years in the industry

1,900+ employees

50,000 successful property restorations in 2019

A trusted and proven partner to the FP500 & Fortune 1000

Dedicated, highly trained industry experts and a reliable, experienced subcontractor network

65+ branches allows for unmatched response times for all types of property mitigation and restoration



2 WE CREATE CUSTOMIZED SOLUTIONS, CONSISTENTLY DELIVERD

Our expertise encompasses a comprehensive field of mitigation and restoration services:

- Emergency Response
 - Water Damage Cleanup
 - Drying & Dehumidification
 - Smoke & Fire Damage Cleanup
 - Mold Remediation
- Catastrophic Event (Storm) Response
 - Large & Complex Property Recovery
 - Temporary Power & HVAC Services
 - Hazardous & Biomaterials Cleanup
 - Content & Document Restoration

3 HOW WE SERVE YOU

Step 1

On-Boarding

- Prepare Emergency Response Plan
- Custom solutions
- Established contingencies
- Tabletop exercises
- Training sessions
- Regular check-ins

Step 2

Emergency Response

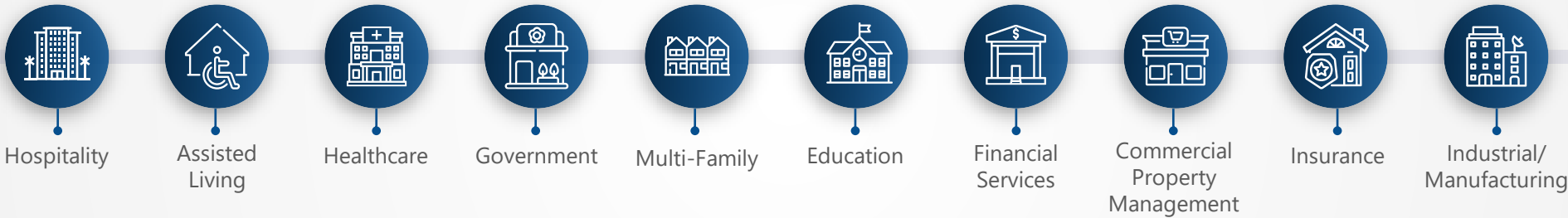
- On standby 24 hours a day, everyday
- Prompt arrival
- Daily, timely communication
- We follow Industry-leading safety protocols

Step 3

Reconstruction

- Dedicated project manager from start to finish
- Daily, timely communication
- Project wrap up summary
- We warranty all our work

4 INDUSTRIES WE SERVE



5 HOW WE HELP YOUR BOTTOM LINE



6 THE ADVANTAGES OF PARTNERING WITH US

- Proven 100% customer satisfaction
- Upfront emergency response planning
- Timely, and relevant communication
- Deep Insurance industry partnerships
- Unmatched, company owned scalability to handle small to large and complex property damages

7 WHAT WE STAND FOR

OUR VALUES

- Sense of Urgency
- Gather and Grow Talent
- Accountability
- Do the Right Thing
- Have Fun

OUR PURPOSE

Helping our clients move thru the unpredictable quickly to minimize downtime

OUR VISION

To deliver exceptional experiences for our clients and our team

8 MY CONTACT INFORMATION



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