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

For assistance, please contact your account manager or call Interstate’s Emergency Number: 1-800-622-6433
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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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 DELIVERED**
   - 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**
   - Hospitality
   - Assisted Living
   - Healthcare
   - Government
   - Multi-Family
   - Education
   - Financial Services
   - Commercial Property Management
   - Insurance
   - Industrial/Mfg

5. **HOW WE HELP YOUR BOTTOM LINE**
   - Upfront Emergency Response Planning
     - Customized Solutions, Consistently Delivered
     - Lower Your Overall Total Cost
     - Safe, High Quality Performance

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

8. **MY CONTACT INFORMATION**
   - Ryan Golomski
   - 720-585-9127
   - rgolomski@interstaterestoration.com