

EMERGENCY!

PREPARING FOR MAN-MADE AND NATURAL
DISASTERS AND EMERGENCIES



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Top Take Aways

State of our state- How weather and the pandemic affect property emergencies

Why disaster plans and pre-loss agreements matter

Area wide events vs your building only

Common types of emergencies

Prevention

What to do until help arrives

Working with emergency responders

Assessment, equipment and technology

Quick response vs. delayed discovery

Resident concerns

Mold contamination and prevention-when to call in an IH

Best and worst case scenario studies

Selective demo and asbestos sampling

Questions

SERVICEMASTER BY GILMORE

Serving the Property Management
Industry for over 39 years



RESTORATION SERVICES

- **WATER & FLOOD
DAMAGE RESTORATION**
- **FIRE AND SMOKE
RESTORATION**
- **DRYING &
DEHUMIDIFICATION**
- **MOLD REMEDIATION**
- **HOARDING CLEAN UP**
- **SEWAGE BACKUPS**
- **DEODORIZATION-ODOR
REMOVAL**
- **DISINFECTION &
DECONTAMINATION**

- **Complete Building and
Contents Cleaning**
- **Project Management &
Consulting**
- **Reconstruction**
- **Document Drying &
Recovery**
- **HVAC Duct Cleaning**
- **Building and Site
Security**
- **Safety & Compliance**
- **Temporary fencing**
- **Free Infrared
Assessments**
- **Building Stabilization**

Emergency Board Up & Tarp

Controlled demolition

Emergency Power



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LOSS NOTIFICATION PROTOCOLS



AVAILABLE DAY OR NIGHT

24 HOUR EMERGENCY RESPONSE LINE

800-783-0552



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BULLET 1 SLIDES WHY ARE WE HERE?

ANY IDEA WHAT % INCREASE WE HAVE SEEN IN MOLD JOBS THIS PAST YEAR?

- RAINS
- HUMIDITY
- LABOR AND STAFFING SHORTAGES
- COVID PROTOCOLS-HVAC AND MOLD



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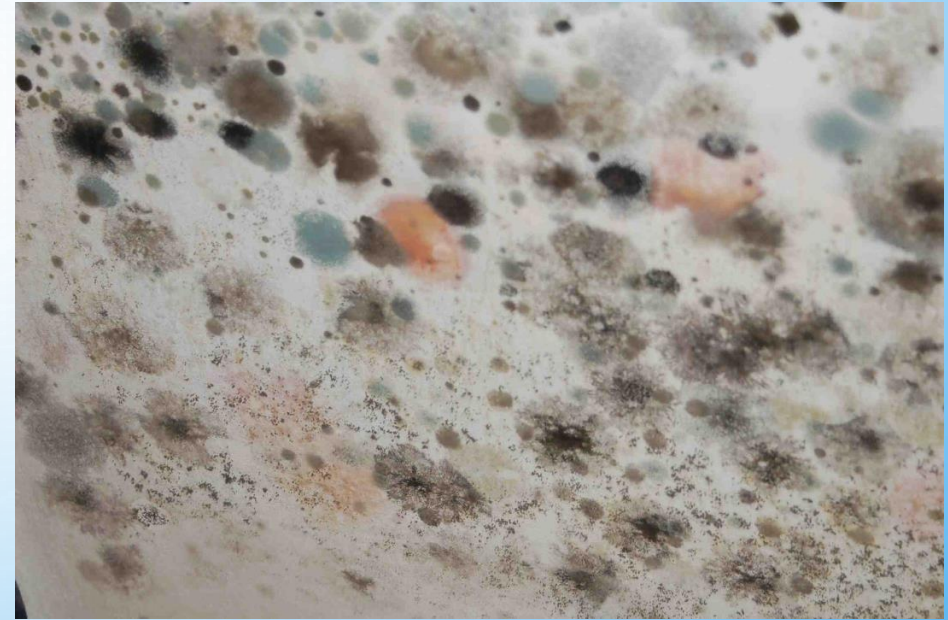
HVAC SYSTEM CHANGES DUE TO COVID-19

- MORE FRESH AIR
- INCREASED HUMIDITY
- INCREASED LEVELS OF MOLD



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WHY PRE-PLAN



WHEN DISASTERS OR EMERGENCIES HAPPEN



Do you have a plan?

How often is it updated?

Do all your employees & residents know what to do?

Have you chosen vendors/ depth of vendor list.

How does an area wide CAT differ from a non-CAT loss?



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YOU'VE HAD AN EMERGENCY, NOW WHAT?

- WHO REPORTS THE EMERGENCY?
 - DURING OR AFTER HOURS?
 - ON SITE OR OFF SITE?
 - HOW FAR AWAY IS CLOSEST MAINTENANCE STAFF?
 - IS SOMEONE THERE TO DESCRIBE DAMAGES OR FACETIME
- WHAT TO DO UNTIL HELP ARRIVES
- AREA WIDE EVENT OR CONTAINED TO YOUR BUILDING?
- OTHER CONSIDERATIONS
 - DO YOU HAVE MONITORS AND ALARMS
 - WHAT IF YOU GET A CALL FROM A RESIDENT
 - DO YOUR RESIDENTS KNOW HOW TO REACH YOU
 - WHAT IF COMPANIES ARE SOLICITING YOUR BUSINESS
 - WHO SIGNS THE WORK AUTHORIZATION



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COMMON TYPES OF PROPERTY DAMAGE

- WATER
- FIRE
- MOLD
- DISINFECTION AND DECONTAMINATION
- SEWAGE BACK-UPS
- TRAUMA / BIOHAZARD/HOARDING
- SOOT
- ODOR
- VANDALISM
- POST CONSTRUCTION CLEANING



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THE VALUE OF QUICK RESPONSE

½-INCH PIPE: 50 GALLONS PER MINUTE

¾-INCH PIPE: 110 GALLONS PER MINUTE

1-INCH PIPE: 210 GALLONS PER MINUTE

2-INCH PIPE: 850 GALLONS PER MINUTE

3-INCH PIPE: 1,900 GALLONS PER MINUTE

4-INCH PIPE: 3,400 GALLONS PER MINUTE



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INTERNAL WATER DAMAGE

BROKEN/FROZEN PIPES

SPRINKLER SYSTEMS

HOT WATER HEATER LEAKS

SINK AND TUB OVERFLOWS

TOILET BOWL CRACKS/OVERFLOWS

WASHER HOSE BREAKS

DISHWASHER LEAKS

AUTOMATIC ICE MAKERS



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EXTERNAL WATER DAMAGE



GROUND WATER/SEEPAGE
FLOODING
WIND DRIVEN RAIN
WATER MAIN BREAKS



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FIRE DAMAGE

KITCHEN FIRES
PROTEIN FIRES
CANDLE FIRES
ELECTRICAL FIRES
CHIMNEY FIRES
EXPOSURE
GRILL FIRES
SPACE HEATERS



PREVENTION

- MAINTENANCE CHECKLISTS/MOLD PREVENTION CHECKLIST
- CLEAN OUT DRAIN LINES EVERY 6 – 12 MONTHS
- SENDING OUT A LETTER OR EBLAST TO RESIDENTS
- PROVIDING BASIC SAFETY TIPS- AVOID USING APPLIANCES WHEN NOT HOME
- QUICK RESPONSE ON WATER DAMAGE TO MITIGATE SECONDARY DAMAGE



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HOLIDAY RELATED

CHRISTMAS TREES

Place the tree away from baseboard heat or fireplaces.

Close heating vents next to the tree if possible.

Cut down a fresh tree if possible.

Make sure to keep the base filled with water.

Use “cool” lights that don’t dry out branches.

Don’t overload electrical sockets.

Carefully inspect your tree each day.

Don’t use candles or any open flame on the tree.



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CANDLE FIRES



- *Do not leave burning candle unattended.
- *Place candle away from drafts to prevent uneven burning, drip & smoking.
- *Keep candle in non-tip candle holder on a heat resistant surface.
- *Place candle away from everything.
- *Keep matches and lighters out of the reach of small children.
- *Extinguish all candles before leaving, or retiring.



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MAKE SPACE FOR YOUR SPACE HEATER

- MAKE SURE YOUR SPACE HEATER HAS BEEN TESTED BY A LAB & IS LABELED SAFE.
- KEEP SPACE HEATERS AT LEAST 3 FEET AWAY FROM ANYTHING.
- NEVER USE AN EXTENSION CORD WITH A SPACE HEATER.
- AVOID RUNNING ELECTRICAL CORDS UNDER CARPETS OR RUGS.
- USE THE PROPER FUEL FOR LIQUID FUELED HEATERS TO PREVENT OVER-TAXING ITS CAPACITY.
- ALLOW HEATERS TO COOL BEFORE REFUELING.
- USE LIQUID FUELED HEATERS IN WELL VENTILATED AREAS TO AVOID CARBON MONOXIDE POISONING.





What's wrong with this picture?



- MAKE SURE YOUR FIREPLACE IS CLEAN AND IN GOOD WORKING ORDER.
- DON'T FORGET TO OPEN THE FLUE BEFORE EACH USE.
- KEEP CHRISTMAS STOCKINGS AND OTHER DECORATIONS WELL AWAY FROM THE HEAT.
- REMOVE BUILD UP OF ASHES AND BURNED LOGS BEFORE EACH USE.
- NEVER BURN ANYTHING OTHER THAN WOOD LIKE PAPER OR SOFT WOODS LIKE PINE.
- KEEP MASONRY IN GOOD REPAIR
- USE MESH OR GLASS SCREENS TO STOP SPARKS FROM POPPING OUT ONTO FLOORING.



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COOKING FIRES



- DON'T LEAVE COOKING UNATTENDED & STAY AWAKE
- AVOID LOOSE FITTING CLOTHING WHILE COOKING.
- TURN POT HANDLES INWARD, AND KEEP LIDS HANDY IN CASE NEEDED.
- SMOTHER GREASE FIRES- **NEVER POUR WATER ON A GREASE FIRE**
- TURN OFF HOOD FANS SO FIRE DOES NOT SPREAD TO DUCTS.
- MAKE SURE ELECTRIC STOVETOPS ARE TURNED OFF AFTER USE
- AVOID USING SMOOTH TOP STOVES AS COUNTER SPACE.
- KEEP STOVE TOPS AND OVENS CLEAN.
- KEEP FLAMMABLE OBJECTS- PAPERS, TOWELS AND DEBRIS AWAY FROM THE STOVE...ESPECIALLY ISLAND COOKTOPS.



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HOW TO PREVENT DAMAGE FROM WATER LOSSES

- SYSTEMS MAINTENANCE
- QUICK RESPONSE IS CRUCIAL
- RESIDENT EDUCATION
- ALARMS
- ENGINEERING CONTROLS



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COST OF DELAYED RESPONSE ON WATER DAMAGE

- SECONDARY DAMAGE
- CARPET RUINED
- HARD WOOD FLOOR WARPED
- WALLBOARD WICKING
- FURNISHINGS AFFECTED
- RESIDENTS DISPLACED FROM HOMES/OFFICES
- BIG \$ IN DAMAGE.



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MOLD CONTAMINATION PREVENTION

TAKES 48-72 HOURS FOR MOLD TO DEVELOP- COULD BE SOONER BASED ON CONDITIONS-HEAT
VENTILATION

HUMIDITY CONTROL

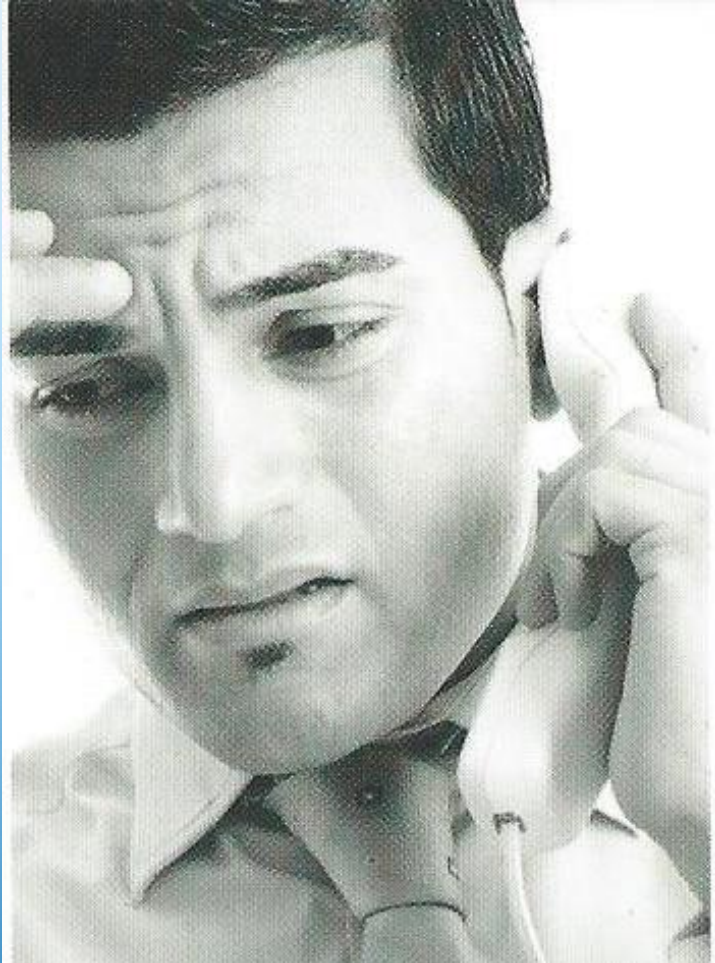
ACT FAST TO REMOVE WATER INTRUSION

UTILIZE TRUSTED PARTNER FOR WATER DAMAGE MITIGATION AND IAQ SAMPLING WHO ADHERES
TO IICRC S500 AND S520 STANDARDS



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WHAT TO DO UNTIL HELP ARRIVES



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BE PROACTIVE BUT KNOW WHEN TO CALL FOR HELP

COMMENT FROM MAINTENANCE PROFESSIONAL

...WE HAVE PURCHASED A DEHUMIDIFIER, A FLOOR FAN, AND AN OZONE SO WE DON'T HAVE TO RENT THEM FROM THE REMEDIATION COMPANIES. TAKING CARE OF MOISTURE BEFORE MILDEW FORMS IS A BIG DEAL TO ME...



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1

DON'T

WAIT TO MITIGATE-CALL IN
PROFESSIONAL
SERVICE PROVIDERS IMMEDIATELY



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DO
GET HELP RIGHT AWAY



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DO

CAUTION OFF DAMAGED AREAS FOR SAFETY AND PROPERTY PROTECTION



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DO

TRY AND STOP THE WATER SOURCE IF POSSIBLE.



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DON'T

ALLOW POWER TO REMAIN ON
IN AFFECTED AREAS



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DO

TRY AND REMOVE STANDING WATER



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DON'T

BE UNINFORMED OF THE DANGEROUS
MATERIALS YOUR PROPERTY MAY POSSESS



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DON'T

LEAVE FURNISHINGS UNPROTECTED
THAT MAY ABSORB MOISTURE



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WORKING WITH EMERGENCY RESPONDERS

WHAT HAPPENS WHEN THE CREWS ARRIVE

- EXTRACT STANDING WATER
- REMOVE DEBRIS
- INITIATE THE DRYING PROCESS.
- MOVE & INSPECT FURNITURE
- BLOCK & PAD FURNITURE TO PREVENT TRANSFER STAINS.



EXTRACTING FLOORS



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SETTING DRYING EQUIPMENT



WORK AUTHORIZATION

SERVICEMASTER BY GILMORE

390 Lenox Street
Norwood, MA 02062
(508) 620-0552
(800) 783-0552

_____, ("Owner") hereby authorizes ServiceMaster by Gilmore ("ServiceMaster") to perform any and all emergency services, including but not limited to, restoration, cleaning and other related services as authorized by the owner, owner's agent and/or insurance representative relating to the loss occurring at _____, on _____, (the "Premises"). The person signing below represents that they have the authority to do so on the Owner's behalf.

In consideration for the services to be rendered by ServiceMaster, Owner agrees to pay ServiceMaster its reasonable and customary costs for its labor, services and materials.

If the services hereunder are covered by an insurance policy, the Owner hereby authorizes and directs the insurance company to issue payment directly to ServiceMaster or to include ServiceMaster as additional payee on all claim payments. To the extent this does not occur, Owner assigns their right title and interest in the insurance proceeds to ServiceMaster. The Owner hereby appoints ServiceMaster as their attorney-in-fact to endorse the Owner's name on any such draft or check solely for the purpose of receiving such payment as may be due ServiceMaster from the insurer.

Any payments due under this Agreement will be considered delinquent ten days after the completion date at which time Owner shall pay one and one half percent (1 ½ %) interest per month on the unpaid balance until paid. In the event that collection and/or legal proceedings must be instituted to recover any amount due ServiceMaster, ServiceMaster shall be entitled to recover interest at the rate of eighteen percent (18%) per annum from and after the date payment is due together with any costs of collection, including reasonable attorney's fees.

The Owner fully agrees and understands that they are personally responsible for any and all deductible, depreciation and/or any other charges, costs or fees not covered by a policy of insurance; and that ServiceMaster has been retained to provide labor, services and materials to the Owner and not for any insurance company, adjuster and/or agent.

The liability of ServiceMaster is expressly limited to the total amount of the services authorized herein and in no event shall ServiceMaster, its agents or assigns, be liable for any direct, indirect, special, incidental or consequential damages resulting in any manner whatsoever, including, but not limited to, loss of time, inconvenience, injury, loss or damage to person or property, loss of profits, liabilities of the Owner to third persons or any other matters not specifically stated whether based on Agreement, tort or any other legal theory, there are no covenants, representations, warranties, agreements, or conditions either expressed or implied, which in any way affect or are a part of, or relate to this agreement, except for those expressly set forth herein.

This Agreement comprises the complete agreement of the parties and no representations or agreements have been made by either party except as expressly stated in this agreement. All modifications to this Agreement shall be in writing and signed by both parties hereto. If any provision of this agreement becomes or is determined to be illegal or unenforceable for any reason, the remainder of the Agreement shall remain in full force and effect.

Date

Authorized Signature

E-Mail Address

Printed Name and Title

Preferred Contact Number/Type

Insurance Agent/Insurance Company

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PROPER SCOPE FROM EXPERIENCED MANAGERS



Tim Hastings since 1993

- Reduced Severities
- Increased Customer Retention
- Lower Loss Ratio
- No Commissions

“We do the right thing.”



Alex Perron since 2021



Cam Denommee since 2010



Michael Cox since 2008



Joe Venuti since 1985



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HELP DESK



SRM

ServiceMASTER
Recovery Management SM

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ASSESSMENT, EQUIPMENT AND TECHNOLOGY

- DEBRIS REMOVAL
- WATER EXTRACTION/STANDING WATER
- INFRARED ASSESSMENT
- MOISTURE MAPPING
- DRYING & DEHUMIDIFICATION
- USE OF TECHNOLOGY
- SPECIALTY DRYING
- MATTERPORT 3D IMAGING



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SPECIALTY DRYING



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RESCUE MATS



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TARGETED SPECIALTY DRYING



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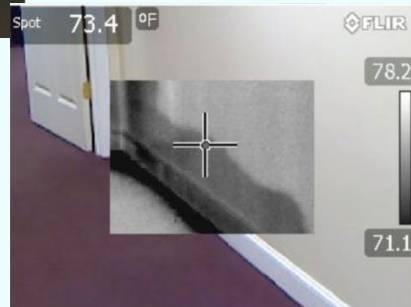
TRAILER MOUNTED DESICCANT DEHUMIDIFIERS



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TECHNOLOGY INFRARED CAMERA, DRY TRACK, MATTERPORT



HOW FAR DID THE WATER
OR SMOKE TRAVEL?

WHAT WAS AFFECTED?

TECHNOLOGY



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HYDROXYL GENERATOR



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WHAT'S GOING ON AT GILMORE



NEW TECHNOLOGY



Here at ServiceMaster by Gilmore, we are always committed to investing in the latest equipment that will help us cut down on time and be more efficient when dealing with the process of a loss. We are pleased to announce our newest piece of equipment to help us, Matterport.



Creating an on-demand 3D model is easy with the Matterport Capture App 3.0. (compatible with iOS devices*). Simply push a single button and the app guides you through the rest of the process.



Once your scan is complete, upload to your Matterport Cloud account, where our powerful software creates your 3D model. Once created, Matterport's cloud-based Workshop 3.0 application lets you edit, customize, and refine your new 3D experience.



Share a link with anyone to view it anywhere, at anytime. Distribute further by publishing to Realtor.com, Homes.com, or Google Street View. Or, share short videos of a walkthrough of the 3D model on social media.

EXAMPLES



MEET OUR STAFF - JOE KLINE

Joe Kline joined the Gilmore Team back in March 2019. He has a 14-year background in the family painting business on construction sites as well as commercial and residential



buildings. He is one of our Project Auditors who work with our Production Team to invoice our jobs. Since coming on board Joe has attained the following certifications and training: Water Damage Restoration Technician, Fire and Smoke Restoration Technician, Applied Microbial Remediation Technician, T&M Pro Matterport 3-D Camera Technology.

Joe took on the rollout of the Matterport Cameras to train and assist our people with this very exciting new technology. Joe enjoys walks with his German Shepard puppy, cooking, all sports and being part of a great team of people!

QUICK RESPONSE VS DELAYED DISCOVERY BEST AND WORST CASE SCENARIOS



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LIGHTNING STRIKE

11:00 PM



3:00 AM



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RESIDENT CONCERNS

- DO YOUR RESIDENTS HAVE RENTERS INSURANCE?
- WHAT CAN RESIDENTS DO UNTIL HELP ARRIVES/PROTECTING PERSONAL CONTENTS



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MOLD CONTAMINATION AND PREVENTION

WHEN TO CALL IN AN ENVIRONMENTAL HYGIENIST

- HIDDEN OR SUSPECT MOLD- IF IT CAN BE SEEN/SMELLED IT IS THERE
- TENANTS/EMPLOYEES COULD BE EXPERIENCING SYMPTOMS SUCH AS UPPER RESPIRATORY ISSUES
- WHEN THERE IS A POTENTIAL HEALTH RELATED ISSUE
- NOT ALL BLACK MOLD IS TOXIC
- PEACE OF MIND FOR TENANTS, EMPLOYEES AND CUSTOMERS



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SELECTIVE DEMO AND ASBESTOS SAMPLING

DRYING IN PLACE

SELECTIVE DEMOLITION

MA AND FEDERAL ASBESTOS REGULATIONS

WORKING WITH CONTRACTORS



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FOLLOWING STATE AND FEDERAL ASBESTOS REGULATIONS

- TESTING FOR ASBESTOS, NO MATTER THE AGE OF THE BUILDING
 - PLUMBER CUTTING HOLES
 - RESTORATION COMPANIES LEAVING EQUIPMENT BEFORE TESTING
 - FINES WILL BE ON BUILDING OWNER

**TESTING IS REQUIRED BY THE FEDERAL GOVERNMENT AND
STATE OF MASSACHUSETTS WHEN PERFORMING
DEMOLITION OR RENOVATIONS.**



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NEXT STEPS

- EXACTLY WHAT YOU ARE DOING...DISCUSSION/PLANNING/EDUCATION
- CHOOSE QUALIFIED STRATEGIC BUSINESS PARTNERS IN ADVANCE
- CONVERSATIONS WITH YOUR RESIDENTS
- SCHEDULE PRE-LOSS BUILDING ASSESSMENT
- MAKE SURE YOUR VALUED BUSINESS PARTNERS ARE AWARE OF THE FEDERAL, LOCAL AND STATE ASBESTOS REGULATIONS



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WRAP UP Q&A



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