



[SIGNALRESTORATION.COM](https://signalrestoration.com)

INTRO TO SIGNAL RESTORATION SERVICES

"Be Future Ready"

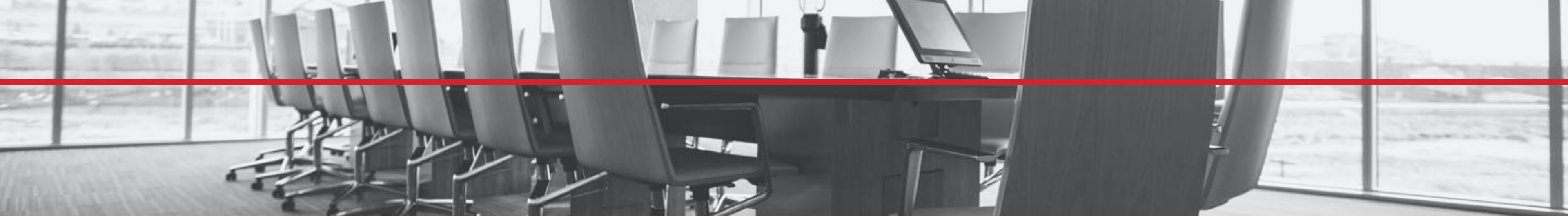


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OUR COMPANY

OVERVIEW

Signal has serviced multi-family, retail, healthcare, education, government, and large institutional clients for over 45 years and have established ourselves as a leader in the restoration and reconstruction industry:

- Founded in 1972
- Michigan owned and operated
- Market Leading Restoration Contractor in the US
- Preferred Contractor for Multiple Insurance Companies
- Nationwide Disaster Recovery Team
- Full Service Property Restoration Contractor
- Fire, Water, Storm, Mold, Biohazard, Catastrophe, Hurricane, Earthquake





SIGNAL RESTORATION SERVICES

"BE FUTURE READY"

Signal's expertise, corporate locations and an extensive network of over 300 industry partners enables us to be "Ready For Anything" and respond quickly to a wide range of restoration emergencies.

Signal is uniquely prepared to provide industry-leading preparation and response services with our road-tested 4 Pillar Strategy.

The 4 Key Pillars to Signal's Strategy

PRE-PLANNING

Our Signal Future Ready team is trained to advise and equip clients with pre-crisis protocols to provide peace-of-mind as well as to preemptively mitigate the severity of the disaster.

LOGISTICS

Ensuring all materials, equipment, and manpower arrive on time and ready to perform. In addition to account managers, executive leadership is in place to communicate with the appropriate personnel.

FINANCE

Signal's strong financial history and proven record of funding large projects provide additional stability to our preparation and response services.

OPERATIONS

Our 45 year history has been built on world-class operations. Our follow-through and completion-time ratio are unparalleled in the emergency restoration industry.

CORPORATE PROFILE

WHO WE ARE

Signal Restoration Services “Signal” is a General Contractor specializing in remediation, disaster cleanup, environmental services, and reconstruction.

Our success has been achieved by maintaining high-quality standards, solid business ethics, and prompt comprehensive response to the needs of our customers.

CORPORATE PROFILE



OUR ADVANTAGE

Our most significant advantage is our people: thoroughly screened, trained and certified, our team complies with OSHA and regularly re-certification training on safe work procedures and hazardous materials handling.

We have a team of 150 full-time employees and are headquartered in Troy, Michigan with additional locations in California, Colorado, Florida, New York, Tennessee, and Texas. Signal operates and is licensed in most US states including the territories of Puerto Rico and the US Virgin Islands.

Signal's owners also wholly own PuroClean, which is one of the largest restoration systems in North America and a priority subcontractor of Signal.





Ownership



MARK DAVIS

CO-CEO

Mark W. Davis is the Co-CEO of Signal Restoration Services and Chairman & CEO of PuroClean. He was co-founder and former CEO of Belfor North America. Under the leadership of Davis, Belfor grew from its US origins as Rocky Mountain Catastrophe in Denver, Colorado from one office and 33 employees to 52 offices and 1,700 employees in eight years. In 2012, Davis and his business partner Frank Torre purchased Signal Building Company in Troy, Michigan. Within the first two years, Davis grew Signal's revenue and profit by a multiple of more than 20 times. In 2015, Davis and Torre purchased PuroSystems, Inc., and the PuroClean Global franchise brand. Since then, PuroClean has doubled in size to 300+ locations and is emerging as an innovative and customer service driven leader in the US & Canada.

FRANK TORRE

CO-CEO

Frank Torre is Co-CEO of Signal Restoration, which he acquired with Mark Davis in 2012. Prior to this, Torre was President & CEO of Torre & Bruglio, Inc., one of the largest commercial horticultural architecture and construction services firms in North America. Frank serves on the Executive Board of the Dallas based Tenet Healthcare system. He is also Chairman of the Board of Directors of the Detroit Medical Center's Rehabilitation Institute of Michigan and was appointed by the Governor of the State of Michigan to serve on the prestigious Michigan Natural Resources Trust Fund Board. He is also the Chairman of Boys Hope Girls Hope of Detroit, a non-profit organization that helps underprivileged youth with scholarship and education, raising over \$5 million with his support.

SIGNAL ORGANIZATIONAL CHART

Ownership & Executive Team

Mission: Signal Restoration is a world-class property restoration general contractor, providing relentless customer service throughout North America and the Caribbean. We understand the importance of reducing downtime, minimizing interruptions and preventing further loss of revenue. Our mission is to immediately and consistently deliver exceptional results whenever and wherever disaster strikes. Signal Restoration is always On Call.

MARK DAVIS
CO-CEO

FRANK TORRE
CO-CEO

CHAD HOWARD
PRESIDENT & COO

KEITH HEMMER
CHIEF BUSINESS
DEVELOPMENT OFFICER

DAN DANSBY
EVP
NATIONAL SALES

ANTHONY GIRGES
EXECUTIVE
VICE PRESIDENT

DERRICK HALL
NATIONAL DIRECTOR
OPERATIONS

BRIAN SCHUPBACH
VP
LARGE LOSS SALES

BARRY RICE
ENVIRONMENTAL HEALTH & SAFETY
DIRECTOR

BRYAN NEWELL
EVP ESTIMATING

RON MILES
VP CONSTRUCTION

ALLEN RONEY
EVP LARGE LOSS SALES

NATIONAL FOOTPRINT

Covering all 50 US States and the Caribbean.

"Be Future Ready"

Covering all 50 US States, Canada and the Caribbean
with our Regional Offices and Disaster Teams on call 24/7.



CORPORATE HQ.

2490 Industrial Row Drive
Troy, MI 48084
(800) 533-9898

Other National Office Locations include California, Colorado, Florida,
New York, Tennessee and Texas



DISASTER RECOVERY SERVICES

**FULLY EQUIPPED.
PREPARED TO RESPOND.**

- General Contracting
- Remediation
- Disaster Restoration
- Sanitization
- Environmental Services
- Biohazard Cleaning
- Fire, water damage and restoration
- Water extraction / mitigation
- Drying and dehumidification
- Security board ups
- Temporary enclosures
- Temporary roof repairs
- Structure cleaning
- Deodorization
- Air duct cleaning
- Hazardous material containment
- Demolition
- HVAC repairs
- Plumbing repairs
- Electrical repairs

SIGNAL FUTURE READY

Signal Future Ready is a unique department within our organization that puts a heavy emphasis on preparation.

Our Signal Future Ready team is trained to advise and equip clients with pre-crisis protocols to provide peace-of-mind as well as to preemptively mitigate the severity of the disaster.

By critically evaluating the property prior to the threat or disaster, Signal arrives on scene one-step ahead of the typical process allowing Signal to offer the client the quickest and most effective solution possible.

CRISIS

SIGNAL FUTURE READY

PLANNING

PRIORITY CUSTOMER RESPONSE



800.533.9898

Get Help Now!

RAPID RESPONSE TEAM

- 24/7/365 Live Operator collecting all information regarding loss
- Signal Operator sends email blast company wide and calls phone chain for loss team. Loss team responds to client and confirms information
- Signal's Rapid Response Team activates and dispatches appropriate resources
- Dedicated Account Managers to coordinate communications
- Immediate attention to pre-defined critical systems & records
- Securing of the premises
- Damage assessment and reporting

T&M Pro
 123 North Main Street
 Nashville, TN 37415
 555-555-5555

INVOICE

Client: ABC Property Management
 Invoice #: 185-00-8877
 Invoice Date: 12/31/2016

Project: 123 North Main Street
 Project Manager: John Smith

SUMMARY DETAILS FOR SERVICES RENDERED

Billable Item Details - Support Attached	INVOICE	Invoice Total Details
Billable Labor		\$86,840.00
Associated Labor Fees		\$11,211.76
Specialty Items (SF) L&W		\$677.00
Materials and Consumables		\$22,500.00
Equipment and Tools		\$0.00
Equipment Assigned Vehicles and Mileage		\$0.00
Subcontractors and Vendors		\$0.00
Labor Management Fee		\$0.00
Reimbursable Items		\$0.00
REMIT PAYMENT TO:		
Invoice Sub Total		\$185,216.37
Off-site Logistics		\$0.00
Other / Adj.		\$0.00
Tax		\$0.00
Amount Due		\$185,216.37

T&M Pro Creates Fully Detailed Bill Reports

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LOSS DOCUMENTING & INVOICING

A foundation of Signal's service is our accuracy with loss documentation, costs control and invoicing. Signal uses Time & Material Pro TM software which is the industry leader. Signal can discuss the degree of depth, timing of invoices, kind of media, sign-off hierarchy, authorization protocol or any kind of auditable format that is required. Auditors, insurance adjusters, facility managers, and risk managers all prefer the abilities of a company like Signal that are masters with the Time & Material Pro system.



CLAIMS PROCESSING TOOLS

Signal utilizes both Encircle TM software and Xactimate in the provisioning of our services to claims professionals. Encircle streamlines several key processes (and documentation) with a single platform.

Signal knows that clients require seamless transparency with photo, video, and note capturing of the loss site (remote visibility). This provides faster and more accurate scoping of the loss for faster claims processing (which the client and Signal both appreciate). Our accounting platform is also a high tech solution called PSA by CanAM systems



The logo for EXIGIS, featuring the word "EXIGIS" in a bold, blue, sans-serif font. The letter "X" is stylized with a yellow and green cross-like shape.The logo for RMIS, featuring a green shield icon with a white checkmark inside, followed by the letters "RMIS" in a bold, black, serif font.The logo for ServiceChannel, featuring a blue square icon with a white outline, followed by the text "ServiceChannel" in a blue, sans-serif font.The logo for ORACLE FUSION APPLICATIONS, featuring the word "ORACLE" in red, bold, sans-serif font, with "FUSION APPLICATIONS" in a smaller, black, sans-serif font below it.The logo for CORRIGOPRO, featuring a grid of orange dots forming a square shape, followed by the text "CORRIGOPRO" in a bold, orange, sans-serif font.The logo for BravoSolution, featuring a stylized orange and yellow "B" icon, followed by the text "BravoSolution" in a bold, black, sans-serif font, and "Supply Management Excellence" in a smaller, black, sans-serif font below it.The logo for SAP Ariba, featuring the text "SAP Ariba" in a blue, sans-serif font, followed by a yellow and orange stylized "A" icon.

WEB BASED JOB ORDERING

Signal is responsive to ALL our clients and insurers changing requirements to do business. “Real-time” job processing systems are becoming more commonplace in the industry, providing an additional layer of electronic functionality with job offer, job acceptance, initial estimates/NTE, loss notes and updates, electronic invoicing, invoice approval and electronic payment.



ENVIRONMENTAL HEALTH & SAFETY

Barry Rice is our highly experienced EHS Director. He has many industry certifications in safety, training, environmental response, OSHA and site assessments. Barry is the driving force behind our company's "state of the art" programs, education, documentation, and procedures. Signal uses SITEDOCS web based software system to keep all of our employees, job-sites, and managers linked together on a "real-time" basis. In addition to personal "hands-on" training (done at PuroClean Academy), Signal utilizes WAVE training too.

EXPERIENCE

COMPLETED PROJECTS

We are experts in commercial property damage restoration and prevention. We remediate fire, wind, water damage, and other disasters for customers in several industries including Retail, Healthcare, Education, Government, Hospitality, and Industrial. With over 45 years of experience in the property damage restoration industry, Signal has become one of the largest and most respected disaster restoration contractors in North America. Our completed projects speak for themselves:

CASE STUDY:

LUXURY RESORT

PREPARED BY

SIGNAL RESTORATION SERVICES

"ALWAYS READY"

signalrestoration.com



(Before)



(After)

Loss Event: Hurricane Maria Damage

LUXURY RESORT

This luxury Resort, one of the world's foremost recognized resorts, was heavily impacted by Hurricane Maria. Signal quickly met with hotel management, mobilized and began large loss mitigation procedures soon after the event.

Unreliable electricity (required large generators), communication and a highly damaged city infrastructure were added challenges to our restoration efforts. Signal also utilized many local subcontractors and brought valuable equipment and chemicals to the island from the mainland.

The property is situated on its own 17 acre peninsula and has 9 restaurants and bars, a conference center, 24 conference rooms, and 365 guest rooms.

The scope of the recovery work included:

- \$130,000,00 in total work
- Property work was over 17-acres, 9 restaurants, 365 guest rooms and a conference room
- Performed site stabilization, temporary repairs (plumbing & electrical), and air filtration
- Mitigation included encapsulation, negative air pressure, moisture analysis & mapping,
- Safe biocide mass application and demolition, removal, & disposal of all impacted building material
- Each phase of our restoration work was done in concert with hotel management with safety being paramount for hotel guest, employees and workers
- One of Signals Executive Vice President's made San Juan his temporary home as he personally supervised the entire project from start to finish, almost 2 years from the date of loss.
- One of the largest luxury restoration projects completed in the aftermath of Hurricane Maria

CASE STUDY:

5 NEW YORK CITY HOSPITALS

PREPARED BY

SIGNAL RESTORATION SERVICES



(Before)



(After)



Loss Event: Super Storm Sandy

5 NEW YORK CITY HOSPITALS

Super Storm Sandy caused extensive flooding to 5 New York City hospitals. Signal was hired for the job and Signal had up to 900 workers during some periods of the mitigation and restoration.

Millions of gallons of dirty water were moved, clinical, administrative and patient care areas were heavily damaged. Extreme damage to the lower floors and basement where HVAC, circuit platforms, elevator pits, switchgear, IT servers and archives required restoration.

The logistics, the extremely large number of workers, certified payrolls, phases of work, moving resources in/out, specialty trades, permitting, patient constraints (hospitals had to operate) required mastery in scheduling and project management.

The scope of the recovery work included:

- \$135,000,000 in total work
- Signal had more than 1,000 local skilled professionals working three shifts during projects
- Completed HVAC, circuit platforms and elevator pits restoration Fulfilled switch gears, server and document restoration and recovery
- Performed mitigation, dehumidification, and mold remediation
- Executed demolition, unsalvageable removal, infection control, auxiliary power and wiring
- Installed new basement flooring, docks and masonry walls
- Showcased unrivaled project management ability across 5 major hospital remediation and reconstruction projects.

CASE STUDY:

PARADISE SHORES

PREPARED BY

SIGNAL RESTORATION SERVICES



(Before)



(After)

Loss Event: Hurricane Damage

PARADISE SHORES

Hurricane Michael left Mexico Beach in shambles. In fact, it was the worst hurricane recorded in the Florida panhandle sweeping across 11 counties and leaving damage across 80 miles.

The Paradise Shores project Signal Restoration had in Mexico Beach needed a new roof, vapor barriers, decking, and some structural work. Working in a disaster zone of this magnitude is a logistical nightmare. Roads are not clear, there is no reliable power, housing for crew doesn't exist, food and clean water are sparse, and sanitation is limited to portable toilets.

These challenges of implementing safe and efficient work practices have separated these roof jobs from the hundreds of millions of dollars in projects Signal have done in the past.

The scope of the recovery work included:

- 40% damage reported on the roof which was 33,402 SQFT with a zero pitch and two levels.
- All insulation, tar and covering removed and replaced
- All gaps and cracks filled with waterproofer
- New vapor barriers and decking
- Entire roof covered with 60 mil Sika Sarnafil PVC covering
- US Roofing Systems purchased over 65 camper trailers and leased enough land to set them all up for sustainable housing for the crew
- US Roofing Systems supplied a full-time chef to prepare 400 meals per day for the crew
- Entire project took 2 months to complete

CASE STUDY:

MALL OF SAN JUAN, PUERTO RICO

PREPARED BY

SIGNAL RESTORATION SERVICES



Loss Event: Hurricane Damage

MALL OF SAN JUAN, PUERTO RICO

Hurricane Maria caused significant damage to the Mall of San Juan, closing the mall for an extended period of time. Signal was contacted to work for multiple clients and retail locations within the mall.

Signal completed work on 4 store fronts, each having sustained damage water damage as water had entered the building envelope. Subsequent to the water intrusion, microbial growth began appearing on store fixtures, such as shelving, display systems, wooden hangers, and cabinets. Signal performed a microbial cleaning of the storage space of the store and constructed cleaning chambers. The fixture items were collected and cleaned in the cleaning chambers, then taken offsite for storage. Once the construction contractor had renovated the store, Signal returned the fixtures and assisted store personnel in setting all of the fixtures in their proper place.

The entire inventory of the store had to be discarded, pursuant to the directives of an Industrial Hygienist. Due to the retailers brand protection policies, the inventory had to be destroyed before it was discarded as general debris. Signal catalogued the inventory, removed it from the store, then physically destroyed and rendered items unrecognizable, and finally disposed of the inventory in the proper containers.

The scope of the recovery work included:

- Microbial Cleaning
- Water Extraction & Mitigation
- Dehumidification
- Cataloged all destroyed inventory
- Debris removal
- Biohazard clean up
- Inventory disposal
- 4 store fronts renovated from water damage
- \$300,000 in total work completed

INSURANCE SOLUTIONS GROUP

In the event of loss or damage to your property, Signal Restoration Services offers a full range of services to assist you with preparing for and managing the insurance claim process.

Along with our 45 years of experience in the industry, our team maintains strong relationships with insurers, adjusters, and consultants to assist Signal's clients in resolving contentious claim situations.

INSURANCE

SIGNAL INSURANCE SOLUTIONS GROUP

MANAGEMENT

WHY WE ARE THE BEST

OUR PEOPLE

More experience, training, listening, creative, honorable, dedication, and desire to succeed.

SMALL EMPLOYEE FOOTPRINT

Our company employee structure is very lean which greatly reduces errors and delays. Our “team” knows each other and understands everyone's role in our process.

LARGE LOSS PROJECT MANAGERS

Losses will be assigned one Project Manager, who will “start” and “finish” the project. Without PM changes on our jobs, we avoid mistakes, delays, losing sight of the master plan, and changing “personalities” interfacing with the client and insurers. Our competitor's care more about starting a new job and transfer the valuable Project Managers around based upon “their” interests.

TECH

We embrace it without emotion and with determination to please our clients.

IDENTITY

Signal operates as a “Licensed General Contractor” in a specialty industry. We conduct the execution of our services to the highest standards like an Engineering or Architectural firm.

CAPITILIZATION

While Signal is a lean organization, our jobs are often the largest projects in the industry (eight figures). We are well-capitalized, have a high bonding capacity and are not owned/operated by private equity companies. Signal has never had a claim on any bond we issue.

OUR COMMITMENT

A NOTE FROM THE OWNERS OF
SIGNAL RESTORATION

Signal Restoration is restoring the lives and livelihoods of our customers impacted by disaster. Our Signal family works tirelessly to clean, repair, and rebuild properties with our relentless focus on quality and customer service.

We will be honored to be of service!



MARK W. DAVIS



FRANK TORRE

