



# *NorthStar*

RECOVERY SERVICES

ALWAYS READY.

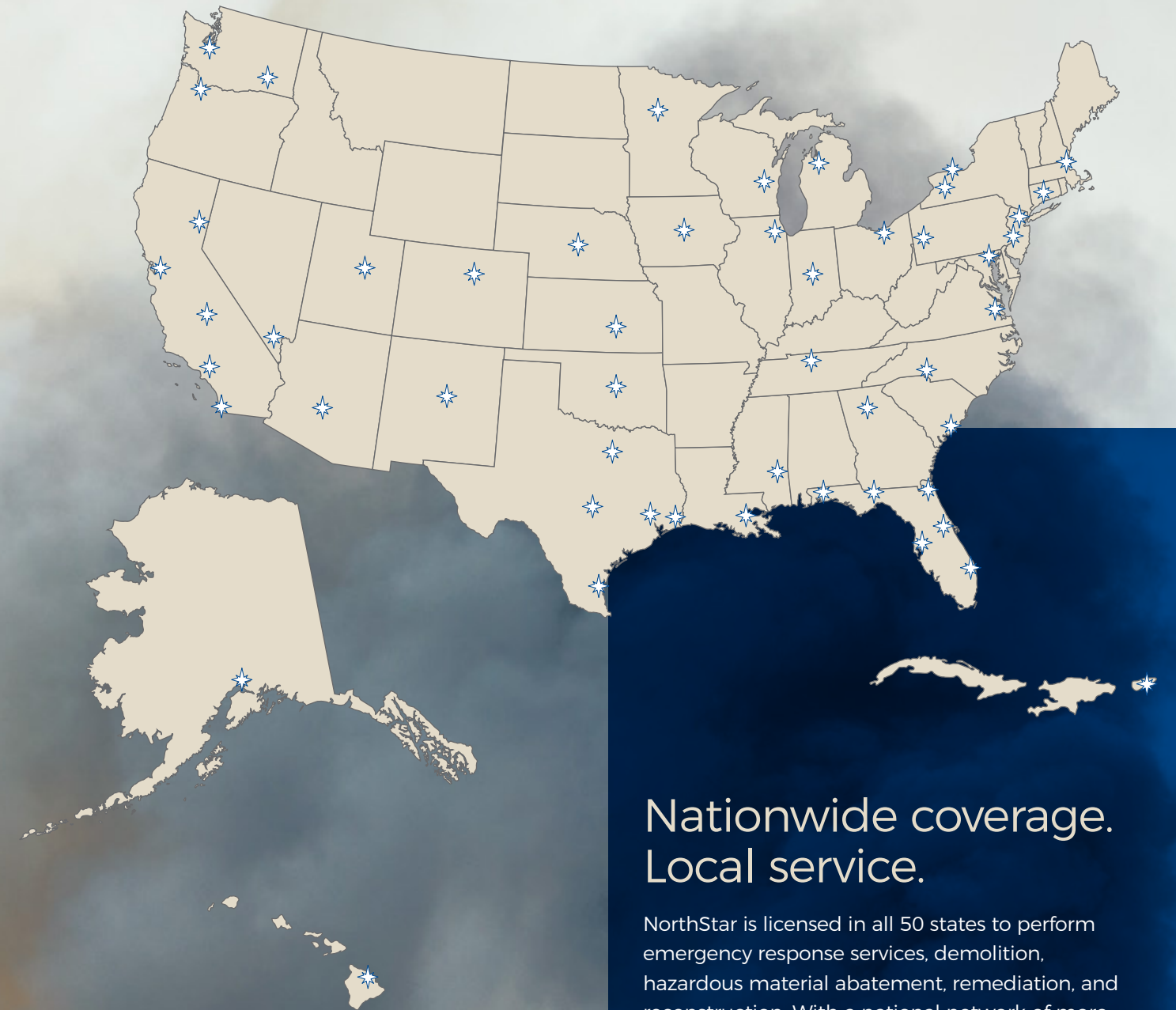




# We know a rapid recovery is your first priority. It's ours, too.

NorthStar Recovery Services has over 30 years of experience providing emergency response and restoration services in retail, education, healthcare, manufacturing, hospitality and industrial environments. These critically important entities cannot afford the complications associated with responders that lack the resources, expertise and experience to recover facilities from a disaster. NorthStar's proven credentials allow for an effective resolution to any situation our clients may encounter including: everyday incidents, hazardous material spills, biological and chemical remediation, acts of terrorism, and catastrophic weather events.

The NorthStar advantage is unrivaled. We're a full-service emergency response company, and we own and maintain the largest fleet of state-of-the-art equipment. Taken together, these qualities ensure the highest quality service at the most cost-effective prices. When clients work with NorthStar they get the peace of mind of knowing they are in the right hands. We have the necessary resources and experience to complete any project on time, under budget and without incident.



## Nationwide coverage. Local service.

NorthStar is licensed in all 50 states to perform emergency response services, demolition, hazardous material abatement, remediation, and reconstruction. With a national network of more than 50 branch offices in all major US markets, 930 integrated U.S. response locations and more than 3,500 employees, we can immediately dispatch teams that range from 10 workers to thousands depending on project requirements.

## When disaster strikes, NorthStar responds.

NorthStar performs initial safety assessments and identifies priority areas for mitigation. An accurate reserve of the costs and a scope of work are then developed and provided to the client for review, discussion and implementation upon approval. Our Operations Managers maintain open lines of communication between clients and management in order to provide daily updates, logs, photo documentation and financial estimates.

### WHY NORTHSTAR

- #1 Specialty Contractor in the U.S. since 1999 by Engineering News Record
- Excellent safety record for over 30 years
- Self-performance of all projects
- Largest fleet of equipment in the industry
- Licensed in all 50 states
- No cost, complimentary pre-loss assessments for Master Services Agreement (MSA) clients
- Financial strength to support projects large and small
- Experienced management & staff
- Cost-effective, on-schedule performance
- Post-loss management recovery planning
- 50+ offices and over 930 response locations nationwide, allowing us to be on the ground within hours
- Account Management Program
- Advance warning system
- Dedicated meteorologist
- Response logistics in place before a disaster strikes
- FEMA claims experience

### OUR RELATIONSHIP WITH NORTHSTAR GROUP SERVICES, INC.

NorthStar Group Services, Inc. has built its reputation on being able to respond to any project and any client need wherever and whenever it may arise. As the parent company of NorthStar Recovery Services, NorthStar Group Services provides additional resources to assist with the completion of any size and type of project. Additionally, this nationwide presence gives NorthStar the ability to mobilize quickly to any location, which ultimately translates to reduced cost for the client.





# Ready when fire damage leaves your business in ruins.

NorthStar is the only choice for total recovery and restoration. As a full-service restoration and recovery provider, we have the skills and manpower necessary to quickly restore normal business operations following a fire disaster.

#### **SAVING TIME AND MONEY**

For over 30 years, NorthStar has specialized in cleaning, deodorizing, decontaminating and restoring buildings and contents that have suffered fire and smoke damage. Our full-service approach takes a single-source responsibility for client emergencies by securing property, packing out, cleaning, storage of contents, demolition, and rebuilding back to pre-loss condition. NorthStar has the capability to restore your valuable possessions at a fraction of the cost of replacement.

#### **GETTING BACK ON TRACK**

Secondary damage caused by a fire is often not visible during the early stages following a loss. By-products of various combustibles can have devastating effects on electronics and industrial equipment, as well as IT and data systems. We have the training and the specialization required to restore our clients' technologies so they may resume normal business operations.



# Ready when water damage demands immediate action.

NorthStar provides 24-hour emergency response, because every hour water stands within a property increases the time that it takes to achieve complete recovery. Our team of drying professionals is proficient in atmospheric monitoring, antimicrobial remediation, cleaning agents, dehumidification and structural sciences. Our stringent indoor air quality training and control program allows the NorthStar team to respond quickly and effectively to the health hazards associated with water losses.

## **SELECTIVE DEMOLITION**

When working to restore a loss of any type, it is often necessary to remove building materials that are beyond the scope of repair. NorthStar's team of experienced field personnel will select only those areas that absolutely require removal. In the case of water-related losses, our team is equipped with state-of-the-art moisture mapping and testing equipment to provide exact determinations as to which building materials can be restored and which must be removed. This translates to faster turnover of client property as well as a cost-effective and streamlined remediation effort.

## **EMERGENCY CLIMATE CONTROL**

When the power goes out, it's not just a matter of getting the lights back on. Equally important is restoring control over indoor environments. Emergency climate control is key to preventing microbial growth and the propagation of other harmful contaminants. NorthStar acts immediately to reduce high humidity and eliminate water damage. Environmental control is critical in preventing secondary damages to client property and helps to avoid a more costly recovery and restoration process.

## **DOCUMENT RESTORATION**

When the dust has settled and the initial damage from a disaster has been realized, it can be easy to overlook the loss of paper documents and electronically stored data. Often, sensitive and irreplaceable documents and data are damaged in a flood and seem to be well beyond recovery. NorthStar utilizes industry-leading processes to restore a variety of document types to pre-loss condition, including both paper and electronic data. Through the use of vacuum freeze drying and ultrasonic separation, we can restore physical documents. Specialized software and highly-trained technicians are able to recover sensitive electronic data. Additionally, we offer microbial disinfecting and odor mitigation for severely affected documents.



# Ready when environmental remediation is vital.

NorthStar is the largest and most qualified environmental remediation company in the country. Our teams are specially trained to safeguard building inhabitants and return affected environments to healthy condition as quickly as possible.

## INFECTION CONTROL

NorthStar works in concert with facility administrators and general contractors to design and implement a series of engineering controls and physical barriers to prevent construction-related airborne contaminants from escaping work zones. We complement these efforts by constructing ante-rooms (decontamination areas), maintaining cleanliness and establishing waste stream controls.

## MOLD REMEDIATION

NorthStar's mold remediation and indoor air quality standards far exceed national and industry standards. We respond promptly and provide complete mold remediation, HEPA vacuuming, air scrubbing, sanitizing and duct cleaning to ensure affected properties are restored as quickly as possible. NorthStar also offers drying and dehumidification services, removal of materials beyond repair and remediation of any remaining mold from building components.

## DECONTAMINATION & DECOMMISSIONING

NorthStar's decontamination and decommissioning services include expert, specialized remediation and demolition of radiological-contaminated environments. We have over two decades of experience developing cost-effective D&D strategies to reduce facility risk, increase safety and protect the environment.

## POST-TRAUMA CLEANUP

Experience counts when it comes to post-trauma and biohazard cleanup. NorthStar is frequently called upon to respond to such incidents, and we're equipped with the resources to safely and effectively clean and sanitize client property in the quickest manner possible. We ensure that client property is restored to a pre-event condition up to and including testing of all affected surfaces to ensure complete eradication of any contaminants.

## EMERGENCY RESPONSE HAZMAT ABATEMENT

The discovery of hazardous materials can be alarming and cause business interruptions for clients. NorthStar is the largest and most qualified environmental remediation company in the country. For years, we've established a solid track record of proper evaluation, containment, removal, disposal and clearance.





# Ready when you need to build or rebuild.

NorthStar provides general construction and management services for fire, water, large loss and other related damages throughout North America. Our established network of strategic alliances allows us to draw on as many skilled craftsmen as needed to work within limited time constraints. This means getting businesses back in full operation quickly.

## **PUTTING LIVES & BUSINESSES BACK IN ORDER**

Once restoration services are completed, it is often necessary to refinish a portion of or even rebuild most of the damaged facility. NorthStar is the nationwide leader among companies that offer both emergency and reconstruction services, which saves our clients time and money.

NorthStar manages all phases of reconstruction, repair and demolition, working quickly and effectively to restore devastated properties anywhere, anytime. Every NorthStar project is handled by an experienced member of our own team, with our own equipment and with high quality materials to keep your project on track.



# Ready with strategic alliances to act fast anywhere.

In catastrophic situations, our clients don't have to wait for the power to come back on. NorthStar has formed strategic alliances unlike any other in the industry. These partnerships leverage the largest pool of trade specialists, labor and the nation's largest fleet of heavy equipment.

Through our network of over 930 integrated U.S. response locations, NorthStar provides the labor, equipment and expertise needed to restore communities and businesses back to normal when disaster strikes. We have the largest fleet of drying equipment in the U.S., and our emergency fleet of generators includes over 450 MW of portable power, ready for on-site delivery at the time of disaster when and where our clients need it most. No facility is too large or too small for NorthStar.

- Largest fleet of drying and portable power equipment in the U.S.
- Air movers
- Low grain refrigerant dehumidifiers
- Large capacity desiccant units
- 53' semi trailers
- 32' response trailers
- 20' response trailers
- Mobile command trailers







# Ready to handle any project, no matter the size.

The NorthStar team is the most qualified in the industry. With more than 100 project managers and 100 superintendents, our strength is unequalled in the industry. Our key managers average more than 25 years of relevant industry experience, and our current workforce includes 3,500 cross-trained employees deployed throughout the U.S.

For over 30 years, NorthStar has maintained a record of full regulatory compliance in our hiring practices. Each of our employees are background-checked, cross-trained and licensed to meet all hazmat and abatement worker requirements. This record of excellence extends to our health and safety and environmental regulatory compliance as well.



## GSA ACCESS

Equipped with a General Services Administration (GSA) contract, NorthStar is able to complete a wide array of services for governmental facilities. Entities of the federal government which NorthStar is permitted to work for include:

- Federal Acquisition Service
- Department of the Navy
- Department of Veterans Affairs
- Federal Aviation Administration
- Department of the Army
- NASA
- Department of Energy
- United States Fish and Wildlife Service
- General Services Administration – Public Service Building Service
- Maritime Administration
- United States Mint
- National Park Service
- Indian Health Services
- Department of the Air Force
- Bureau of Fiscal Services
- Smithsonian Institute
- Washington Headquarter Services
- Environmental Protection Agency
- Federal Bureau of Prisons

Through the use of GSA Access, NorthStar is able to provide federal, state and local governments effortless contracting. Many members of our team hold government security clearances, making NorthStar the first choice for public contracting needs.

## TWIC ACCESS

NorthStar employees have completed the requirements to acquire Transportation Worker Identification Credentials (TWIC), which provides access to shipping ports and various secured transportation-type locations. This clearance allows NorthStar to operate on job sites inaccessible to other vendors.

## LICENSES

- IICRC Water Restoration Certification
- Advanced Microbial Remediation Technician (AMRT)
- Safety Glazing Certification Council (SGCC) Member
- Electronic Data Recovery Professional Certification
- Master Fire and Smoke Restorer (MSR)
- Document Reclamation Vendor Certification
- Master Water Restorer (MWR)
- BSR-IICRC S540 Trauma and Crime Scene Remediation
- ACAC Moisture Control Investigator, Assessor and Consultant Certification
- IICRC Certification – includes Biohazard Cleanup and Remediation
- NADCA Certified Air Systems Cleaning Specialist
- AMCROS Blood-Borne Pathogen
- Applied Microbial Remediation Specialist (AMRS)
- InPwr Electrician – Licensed Nationally



# Ready with the industry's most rigorous safety standards.

Safety is not a goal. It's our responsibility. Our Target Zero safety program is a fully customized training platform through which safety officers track the completion of training modules. New training materials are added regularly to maintain the best prepared and safest workforce in the industry. Our vigilance and dedication to the safety of our employees is why NorthStar's safety record far exceeds industry averages.

The NorthStar training program is complemented by the "University of NorthStar" website, which hosts an ever-growing catalogue of custom training courses. These courses are developed by NorthStar operators and are meant to highlight specific points of field operations in order to better prepare our team for the rigors and hazards of the industry. A report from this website is generated on a monthly basis and presented to operational management to ensure that all employees are up-to-date on required training. NorthStar will never deploy any individual into the field who is deficient in any aspect of the training program.

## **IICRC CERTIFICATIONS**

Most commonly and Water Restoration Technician (WRT) and Applied Structural Drying (ASD). Many personnel carry additional IICRC-issued certifications.

## **FIRST AID TRAINING/CPR**

All NorthStar employees are required to obtain basic life-saving training through the Red Cross and maintain certification throughout the term of employment.

## **BLOOD-BORNE PATHOGENS**

All NorthStar employees must be trained in the proper handling of bodily fluids in accordance with ECC/ILCOR and AHA guidelines.

## **OSHA 30**

This 30-hour construction safety course is mandatory for all NorthStar personnel.

## **HAZWOPER 40**

All NorthStar employees must complete this course covering hazardous work site topics such as decontamination and hazardous chemicals.

## **ASBESTOS AWARENESS**

All NorthStar personnel are required to take a course covering the dangers associated with asbestos, as well as safety procedures to follow while operating around asbestos-containing materials.





# NorthStar Premier Response Program

The NorthStar Premier Response Program is uniquely proactive. By addressing areas of concern prior to an event, we can tailor our response to be as effective and efficient as possible. Through strategic planning and pre-loss assessments, we develop comprehensive response plans for each client's entire portfolio. Each facility is assessed by our staff of highly trained Business Continuity Analysts to gain critical facility-specific information to assure immediate response.

Resources identified in strategic planning meetings, pre-loss facility assessments and quarterly performance reviews are procured and pre-positioned to support client facilities. Our Pre-Loss Assessments (PLAs) are designed to reduce response times, increase productivity and minimize damage and disruption within the portfolio.

In addition to PLAs, NorthStar develops Standard Operating Procedures (SOPs) for each client. We engage our clients for critical, project-related procedural data in an effort to develop a customized comprehensive SOP to be utilized during projects. This enables NorthStar to better understand the way our clients operate, which translates to cost-savings and efficiency on projects. By having the PLA data and the SOP information available before an event, we save valuable time, and recovery efforts are expedited and streamlined.

“*NorthStar lived up to all of its promises and commitments in each loss, responding immediately, helping us get our business back up and running as quickly as possible to protect our customer relationships and brand reputation. I believe the time and effort NorthStar spent developing pre-loss profiles for many of our locations to understand the operations, power generation needs, etc. really paid dividends in NorthStar's ability to arrive on site well prepared to get us back up and running.*

**TOM UPCHURCH**

Sr. Director - Risk Management, Dr Pepper Snapple Group

## **NO COST, NO-RISK PRIORITY RESPONSE**

We encourage all of our potential clients to sign a Master Services Agreement (MSA). By getting to know our client prior to the onset of a disaster, we are able to provide a faster, more cost-effective response and recovery with minimal business interruption.

Perhaps the most important benefit enjoyed by clients who sign an MSA is priority response in a catastrophic event. Priority response goes further than simply minimizing client costs, losses, and business interruptions. It provides a powerful defense against long-lasting, irreparable damage that can not be undone- losing valuable customers and staff.

## **ADVANCED WARNING SYSTEM**

NorthStar provides clients with a comprehensive facility assessment and stores the information gathered in a sophisticated mapping program. This assessment is provided to dispatch teams at the time of loss to guide our efforts restoring and recovering client properties.

Our in-house meteorologist ensures that weather reports are up-to-date and as accurate as possible. Realistic predictions and constant weather updates allow NorthStar to be ahead of the curve when it comes to deploying assets and personnel to assist clients in weather-related disasters.





## NorthStar's Premier Response Program ensures business continuity.

The Pre-Loss Assessment, or PLA, is an industry-first practice created by our Business Continuity Division. At its core, the PLA is a data-gathering mission, as well as a meet-and-greet. It is NorthStar's way of getting to know you as a customer, to understand your business operations and how we can best serve your needs.

On a typical PLA, a team of NorthStar Business Continuity members is escorted by client representatives through key properties specified beforehand by the client. Our team gathers photos, notes, contact information, site plans, utility site plans, floor plans and critical equipment data so that in the event of a loss, responding personnel will already have extensive knowledge of the property. This pre-planning effort allows NorthStar to provide an accelerated, streamlined and cost-effective response to our clients.

Following the PLA, the Business Continuity team will assemble all of the data obtained into a PLA Compendium. This tabbed and secured document serves as the main resource for NorthStar personnel should information regarding those specific client properties be required.

### **CONTINGENCY PLAN ASSESSMENT & EXERCISE**

Both our Director and Deputy Director of Business Continuity are certified Business Risk Managers and Analysts. Upon request, NorthStar can facilitate analysis, testing and implementation of a client's most current contingency plan. Through the use of tabletop exercises (fictional, scenario-based drills), our representatives devise ways to test and improve upon existing contingency plans so that our clients are always as prepared as possible.

### **SPATIAL MAPPING ANALYSIS & ASSESSMENT.**

NorthStar uses state-of-the-art mapping software to illustrate a variety of situations ranging from hurricane tracks, storm damage predictions, client properties in relation to NorthStar resources and many more. Spatial analyses generated with our mapping software will often be included as a part of the PLA Compendium.

*★ Our clients are our future, investing in their growth and longevity secures our own.*



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