A New Approach to Disaster Recovery

GRS

Single-source disaster recovery services from initial assessment through re-occupancy.
OUR GRS TEAM BENEFITS:

› Single-source accountability
› Management of entire project from assessment, remediation through reconstruction
› Full transparency of actual costs
› Team is on site responding to incident loss typically within 12 hours. Clean-up crews can be mobilized typically within 24-48 hours
› Assessments of damages are started at the same time property is being stabilized/secured from incident
› Team has ability to secure critical resources to confirm pricing due to relationships in the numerous geographic areas we work in
› Estimates/GMP’s of cost are formatted and forecasted to meet client and/or insurance company requirements
› Opportunity for faster development of GMP as our Response and Development phase to the Loss can be performed simultaneously
› Response/Remediation, Engineering, Architecture, Environmental and Construction all under one umbrella for greater certainty of Cost and Schedule to mitigate impact of Loss and/or Business Interruption expenses
› Ability to scale response to size and complexity of Loss
› Expedited property claims

INNOVATIVE SERVICE MODEL

A veteran team of industry experts developed this proactive approach to create a fully transparent scope and cost program for property owners and their insurance carriers. With over 100 offices across the United States and a strategic association with ServiceMaster Recovery Management (SRM) for remediation services, we can respond to disaster immediately and mobilize resources with consistent processes from initial call through construction completion.
DISASTER RESPONSE APPROACH

One call to 1-844-445-2263 triggers immediate response from a dedicated, seamless team of industry experts who have your best interests at the core of their commitment. They understand how to work with insurance carriers, adjusters and their reporting requirements so you can focus on getting your buildings back online.

PROGRAM MANAGEMENT SERVICES

- Emergency response
- Property Damage Evaluation
- Scope of damage and restoration
- Project control and cost control
- Estimating and budget development
- Property investigations/support

CONSTRUCTION MANAGEMENT SERVICES

- Comprehensive package of construction services
- Remediation
- Reconstruction
- Ground-up construction
- Infrastructure improvements
- Catastrophe work zone experience
- Relocation/re-occupancy assistance
- Long-term building asset management
- Recovery schedule analysis

DESIGN AND ENGINEERING SERVICES

- Engineering investigations
- Building code impacts
- Repair/replacement analyses
- Reconstruction scope/design
- Construction support, approvals and acceptance

www.GRS-1st.com | 1-844-445-2263
PROVEN TECHNOLOGY SYSTEMS
POWER CLOUD-BASED SOLUTIONS

Our team has combined best in class technology systems that provide the following:

- Rapid loss information
- Custom loss reporting
- Estimating software
- Real time image data
- SmartApp mobile applications with owner access
- Competitive bidding and qualifications systems
- Virtual design and construction solutions

Our ONE GOAL is to get your buildings back online so you can get back to business as usual. Our strong foundation of success is built on:

- Over 140 years of experience
- Dedication to core values
- Consistent ethical practices
- High performance teams
- Industry-leading safety programs
- Shared lessons learned and best practices
- Virtual design and construction solutions

REPRESENTATIVE CLIENTS AND PROJECTS

We are honored to serve our clients during sensitive and critical times of rebuilding after disaster strikes.

Representative clients and projects include:

AIG
Avon Medical Center
CBRE
Cable of USA
Confidential Gas Over Pressurization Response Project
Continuous Energy (Waste Management)
Cordish Companies: Bayou Place
Deutsche Bank
Houston First: Theater District Parking, Tunnel Systems, Wortham Theatre
Houston (City of), Texas
Moody Gardens Resorts, Galveston, Texas
NJ and NY Superstorm Sandy Recovery Efforts:
  • New Jersey Department of Community Affairs

NYC Health and Hospitals Corporation – Coler-Goldwater Memorial Hospital
  • NYC Department of Environmental Protection
Port Authority of New Orleans
Public Service Company of New Hampshire
Ramji-Krupta Inc. Days Inn
Roger Williams Zoo
Third Palm Capital
Tropicana Hotel Garage
United States Federal Government
Westin Dawn Beach Hotel and Casino
Worthington Condominium Assoc.

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GRS
24-hour emergency line
1-844-445-2263
www.GRS-1st.com
PROJECT EXPERIENCE - DISASTER RECONSTRUCTION

Since 1991, Gilbane Reconstruction Services (GRS) has performed over 2,000 disaster recovery assignments for insurers assessing the condition of projects and estimating the time and budgetary needs to complete construction or remediate damage caused by unforeseen events.

GRS is a full-service disaster recovery consultant of proven professionals who provide customized consulting to eight out of ten of the largest insurance companies in the U.S., independent adjustors and the legal community to manage all aspects critical to any assignment. Our seasoned GRS staff of architects, engineers, estimators and technical specialists have project specific experience to ensure that assessments and estimates are accurate and stand up to the closest scrutiny.
American International Group (AIG) Reconstruction
Houston, TX

On August 25, 2017, massive rains from Hurricane Harvey dropped approximately 50 inches of rain in a relatively short period of time causing the Buffalo Bayou to extend out of its banks flooding downtown Houston and the surrounding areas.

Several AIG owned buildings were damaged by the flood waters, which filled the basement and first floor levels of four mid-rise office buildings and two parking garages; displacing over 6,000 workers and destroying the building’s mechanical and electrical systems.

On September 28, 2017 CBRE/AIG awarded Gilbane Building Company the reconstruction contract through the use of the existing Master Services Agreement between Gilbane and AIG. Gilbane managed the reconstruction work for the initial occupancy of the four office buildings and two parking garages. Gilbane also performed a damage assessment survey then developed a replacement cost estimate of the damaged building systems and mechanical and electrical equipment for AIG to provide to their insurer.

The initial construction phase of the project consisted of installing temporary mechanical and electrical systems and making the buildings and garages safe for occupancy. AIG required that each building be opened on specific dates in order to meet contractual requirements for 3rd party tenants.

The major mechanical, electrical, and plumbing equipment for all of the building was located on the basement level, which was completely submerged for several days. All of the equipment had to be removed and either refurbished or replaced.

The basement areas also housed the mailing departments along with miscellaneous storage and small office spaces. These damaged spaces had to be completely demolished and rebuilt due to the onset of mildew and other environmental concerns.

All of the demolition and reconstruction phases took place during a six month period, in which each building was brought on-line by the dates established by AIG.
Houston First - Theater Center and District Garages
Houston, TX

Gilbane was selected to help with remediation and re-construction activities including engineering and design services, pumping, clean-up and sanitization required to stabilize the conditions of the existing 18 block Theater District Parking Garages, the Wortham Theater Center, Jones Hall, Tunnels and other support areas damaged from Hurricane Harvey.

The basement of the Wortham Theater Center was filled with 12 feet of water from Hurricane Harvey. In addition, water filled the tunnel that connects the Wortham to the Theater District Parking Garage. To prevent extensive damage to the mechanical and electrical systems, Gilbane was retained and immediately began pumping out the water and stabilizing the building. There was extensive damage to the building’s air handling units, electrical and the elevator systems.

ARCHITECT: Halliwell Engineering Associates, Inc.
PROJECT SIZE: Varies
CONSTRUCTION COST: Confidential
COMPLETION DATE: August 2018
DELIVERY METHOD: Construction Management at-Risk
Republic Square Office Recovery
Houston, TX

Restoration of the 35 acre, former ExxonMobil Chemicals campus now known as “Republic Square” which was heavily damaged by Hurricane Harvey. This project is a continuation of the relationship that was developed in the master planning stage of the mixed-use multi-million square foot future program for the complex.

Restoration work consists of the complete replacement of main mechanical, electrical, plumbing and low voltage systems as well as hygienic restoration of the below grade parking garage. Interior work includes replacement of many office finishes, repairs to all elevators and multiple lobby renovations.

Significant site work includes restoration of the onsite lake as well as landscaping replacement.

ARCHITECT: Huitt-Zollars
PROJECT SIZE: 600,000 SF
CONSTRUCTION COST: $Confidential
COMPLETION DATE: December 2018
DELIVERY METHOD: Construction Manager at-Risk
BP Westlake 1
Houston, Texas

Hurricane Harvey caused catastrophic flooding to the BP Campus, Westlake 1, and its associated parking garage. These buildings have basements and were completely inundated with water for 2 weeks and the first floor had water 18” deep. The building footprint of the 2 floors at WL-1 is roughly 100,000 SF each. There is a high rise section that is 28 stories tall and a low rise that is 5 stories tall.

All the major MEP systems were located in the basement; switchgears, ATS, OAHU’s, domestic and fire pumps, controls, etc. The remediation process started immediately and went around the clock. This effort took months to complete. We sectioned off the basement into 6 “clean areas” and prioritized their clean up so we can start on the longest tasks first. There had to be careful coordination between trades to get equipment and material in to the building as well as work around the remediation process in the other clean areas.

From the time we received the first clean area to when we opened up the build was about 4 months. We only built out the rooms necessary to get the building up and running. So once equipment was set, sheetrock walls were built around them. It was decided early on that we would keep all conduits over 3” and all piping that help water. This saved a lot of time and money in demo and rough-in time with conduits, HVAC piping, plumbing piping and sprinkler mains. Pipes had to be reinsulated, new data and controls wires and equipment were installed, new fire alarm and sprinkler layout, work on 27 elevators, security infrastructure, all associated electrical transformers and panels and landscaping. All equipment was installed, commissioned and inspected in time for the building to get occupied by the scheduled date.
Confidential Client
Merrimack Valley, Massachusetts

Gilbane Reconstruction Services (GRS) assisted with the relief and reconstruction effort to over 9,000 residential and commercial customers that were without gas following and incident in early September of an over-pressurization of a gas-line.

The GRS team was comprised of approximately 350+ individuals, including over 150 Gilbane employees from around the country. Overall there were over 3,000 people from a variety of companies that worked together to assist this disaster.

Services included:

› Inspection of all gas systems in the homes/businesses, repair as necessary
› Procurement of all materials and appliances needed to reactivate all gas appliances in the house
› Temporary work was required in properties to return heat and hot water
› Environmental testing
› All gas meters were replaced in the affected areas

CONSTRUCTION COST: Confidential
COMPLETION DATE: February 2019
Moody Gardens Restoration - Hurricane Ike
Galveston, TX

Since the catastrophic events of Hurricane Ike, Gilbane was onsite in Galveston working for Moody Gardens both as their general contractor renovating and rebuilding all hurricane damaged areas, while their facilities remained operational and occupied, as well as their in-house claim administrator overseeing all aspects of the insurance claim and reimbursement process; managing not only the procedures and personnel involved in not only in private insurers and FEMA but also the State of Texas 404 and 406 mitigation programs that may be relevant to this project. Through this experience we have developed a streamlined system addressing the FEMA process for requests for clarification as well as a well-received “notebook” documentation system to provide comprehensive documentation and photographic evidence to expedite claim processing. These experiences provide Gilbane with an intimate understanding of “cost documentation” claims that is unmatched among the contracting community.
City of Houston Jones Hall | Tropical Storm Allison Flood Damage
Houston, TX

On June 11, 2001, massive rains from Tropical Storm Allison dropped approximately 24 inches of rain in a relatively short, but continuous period of time causing Buffalo Bayou to extend out of its banks flooding the downtown Houston area and completely filling the basement and sub-basement levels of Jones Hall. Gilbane began the project by responding to the City of Houston with assistance in assessing the extent of damages to Jones Hall. Having managed the renovations of Jones Hall for the Performing Arts in 1993, Gilbane personnel were familiar with the facility.

On June 14, Gilbane under an Emergency Purchase Order from the City of Houston initiated a plan to renovate the flood-damaged portion of Jones Hall.

The major mechanical, electrical and plumbing equipment for Jones Hall is located in the Central Plant on the basement level and was under water for several days. Most of the equipment had to be removed and replaced.

Along with the Central Plant, the basement level housed two tenants and City of Houston office space of approximately 13,000 square feet. These spaces had to be completely gutted due to the onset of mildew and other environmental reasons.

The basement also houses the Traps area, located under the stage area, band miscellaneous spaces such as the Musician's Locker Rooms and storage area for different vendors. Critical dimming equipment for the Lobby and House lighting system was located in the Traps area and had to be replaced. The facility stored a large number of backstage equipment in the trap area including stage light fixtures, curtains and orchestra chairs, all of which had to be replaced.

The sub-basement space contains the Rehearsal Hall and miscellaneous storage and mechanical space. The Rehearsal Hall, which was completely submerged had to be completely demolished due to the submersion and the materials previously used. The mechanical and plumbing equipment found in the sub-basement were refurbished.

The primary tenant, Houston Symphony Society, requested that the facility open in time for the start of its new season, September 1, 2001. A plan was formulated to focus on the primary spaces needed for the first performance operation and life safety aspects of the building. The City of Houston's Code Authority and Fire Marshal accepted the team's approach.

Work commenced on this task using proven contractors, with the issuance of a "Notice to Proceed" from the Owner on July 5, 2001. A temporary certificate of occupancy was attained by August 31, 2001, which allowed for the Houston Symphony to begin utilizing the building on September 1, 2001 for the start of their new season.
New York City Department of Environmental Protection (DEP), Rapid Repairs STEP Program
New York, New York

As a result of the devastation caused by Superstorm Sandy, New York City Mayor Bloomberg, in partnership with FEMA, launched an unprecedented program to get as many New Yorkers as possible back in their homes as quickly as possible. The Rapid Repairs Program (RRP) provided immediate and comprehensive assistance to thousands of New York City residents who were displaced and unable to return their homes due to the lack of basic services. The RRP is part of the Sheltering and Temporary Essential Power (STEP) Pilot Program through FEMA to provide essential power to affected communities.

Gilbane was chosen as one of six construction firms to manage the repairs and provide critical aid to displaced families and communities. Each of the contractors were responsible for a geographic area. Gilbane was assigned to the Borough of Queens which included the communities of Breezy Point, Rockaways, and Far Rockaways.

Approximately 60,000 residential buildings were located within the FEMA surge zone, many of which sustained flood-related damage and were without heat, power, hot water or necessary repairs required to make them safe for residents. Because the City was facing an unprecedented challenge given the scope and nature of this program, immediate management and oversight processes were essential in getting the project underway as quickly as possible. Gilbane was positioned to have a complete system in place to manage these critical processes in an organized and expeditious manner from day one. Gilbane was able to mobilize staff from across the country in order to meet the needs of the program. In all, Gilbane returned essential power, heat, and hot water services to 1,543 properties, allowing 3,064 families to return to their homes.
State of New Jersey Management of Reconstruction Rehabilitation, Elevation and Mitigation (RREM) Program
Trenton, New Jersey

The management of the RREM Program, funded through U.S. Department of Housing and Urban Development, is designed to assist an estimated 10,000 eligible New Jersey homeowners return to their homes after Superstorm Sandy in 2012. Gilbane provided program oversight and program management services. These services included:

- Development of program policies and procedure /Homebuilder pre-qualification
- Estimating the cost of repairs and determining the proper filing for rehab or reconstruction/inspecting homes to document change that is eligible for HUD grants
- Performing lead-based paint and asbestos-containing material inspections in existing homes and determining appropriate remediation
- Development of the scope of work required to rebuild or renovate homes
- Producing new home and renovation designs including HUD housing quality standards
- Managing required bidding processes/homebuilder/homeowner contract preparation
- Additional documentation and compliance services/providing all documentation required for HUD compliance
State of New Jersey, Management of the Landlord Rental Repair Program (LRRP)
Trenton, New Jersey

The management of the Landlord Rental Repair Program by the State of New Jersey, funded through U.S. Department of Housing and Urban Development, created affordable rental housing units through the restoration of approximately 1,350 eligible, privately owned 1 to 25-unit rental properties damaged in Superstorm Sandy in 2012. The program was a result of $70 million of HUD CDBG funds allocated to the restoration effort. Gilbane provided program management services including:

- Development of program policies and procedures
- Estimating the cost of repairs and determining the proper filing for rehab or reconstruction
- Performing lead-based paint and asbestos-containing material inspections in existing homes and determining appropriate remediation
- Development of the scope of work required to rebuild or renovate homes
- Homebuilder/homeowner contract preparation/construction inspections
- Additional documentation and compliance service/reviewing and processing interim payments
- Performing final construction inspections to ensure conformance with program requirements
- Providing all documentation required for HUD compliance/managing and reporting HUD Section 3 compliance

CONSTRUCTION COST: Confidential
COMPLETION DATE: October 2015
DELIVERY METHOD: Program/Construction Management
### ADDITIONAL EXPERIENCE

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<tr>
<th>Event</th>
<th>Details</th>
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<tr>
<td><strong>Hurricane Ike Gatesco</strong></td>
<td>Gilbane provided hurricane and flood damage review and assessments on over 1,365 apartment units, in the Houston, TX area.</td>
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<tr>
<td><strong>Coler Memorial Hospital Superstorm Sandy Work</strong></td>
<td>Coler-Goldwater Memorial Hospital’s mechanical systems suffered serious damage in October 2012 as a result of Superstorm Sandy. During the storm Roosevelt Island was underwater. Coler’s electrical infrastructure was housed in five switchrooms in the basement along with asbestos-insulated steam piping infrastructure built circa 1950’s. After the water receded the hospital turned to emergency generators to keep the facility open while the basement was abated. FEMA worked with HHC to fund the replacement of the switchgear rooms choosing to relocate them on the first floor to prevent any future flooding conditions. Locations were selected in the same vicinity of the original service, but due to delays with funding these emergency repairs, the construction soon became urgent and vital to construct in a short time-frame. Sufficient power was needed to run 500 window units in patient rooms as well as staff areas prior to the 2013 cooling season. To meet these deadlines, the project ran a solid two to three shifts and the facility was reconnected to grid power in a record 78 calendar days.</td>
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<tr>
<td><strong>Local Flood DeKalb County Schools</strong></td>
<td>Gilbane provided flood damage review and assessments on over 35 schools in DeKalb County GA.</td>
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<td><strong>9/11 New York, NY Disaster Recovery of Various Facilities</strong></td>
<td>Gilbane completed work on a number of buildings at the World Trade Center site including:</td>
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<td>› <a href="#">World Trade Center 7</a> - Monitored and report the reconstruction progress on the 47-story, two million SF office building.</td>
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<td>› <a href="#">Deutsche Bank</a> – Plan the demolition and content assessments of the 40-story, 1.4 million SF office building.</td>
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<td>› <a href="#">World Financial Centers 1 and 2</a> – Monitored and recorded demolition and reconstruction of the damage to multiple floors in the two, 52-story, two million SF office buildings.</td>
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<td>› <a href="#">American Express</a> – Assessment and estimates and monitored construction and reconciled costs 2 million SF office building suffering significant damage.</td>
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<td></td>
<td>› <a href="#">Burlington Coat Factory</a> - Monitored and recorded the demolition and reconstruction for a seven-story roof and extensive interior water damage caused by plane part impact.</td>
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<td></td>
<td>› <a href="#">Woolworth Building</a> – Assessment and estimate of exterior cleaning of the 60-story, landmark building.</td>
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<td></td>
<td>› <a href="#">Dormitory Authority of the State of New York</a> – Assessment and estimates of the 14-story, 365,000 SF building with exterior wall and structural damage.</td>
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<tr>
<td><strong>Hurricane Charlie – Vero Beach, FL Aircraft Manufacturing Plant</strong></td>
<td>Provided damage assessment, estimate and worked with adjuster to reconcile final settlement. This was also a manufacturing facility not just a hangar, so there was damage to the building but also to some aircraft products and a great deal of manufacturing equipment.</td>
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*Confidential and proprietary information.*
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<thead>
<tr>
<th>Project Experience</th>
<th>Details</th>
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<tr>
<td><strong>Hurricane Ivan - Damage Assessments</strong></td>
<td>Gilbane directed and participated in damage assessments, preparation of repair estimates, peril determination and review of insured's estimates for numerous, churches, hotels, and various commercial buildings.</td>
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<tr>
<td>Pensacola, FL and Mobile AL</td>
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<tr>
<td><strong>Tornado Damage NASCAR Racetrack Repairs</strong></td>
<td>After a tornado hit this facility on July 6, 2005, Gilbane worked closely with the insurer, insured, and the insured's contractors to develop a scope of repairs, estimate for the repairs, and expediting efforts to enable the repairs to be complete and the facility ready for an October 28, 2005 NASCAR race.</td>
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<tr>
<td>Atlanta, GA</td>
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<td><strong>Hurricane Wilma – Don Green Poultry Assessment</strong></td>
<td>Gilbane directed the effort for analyzing property damages to a refrigerated warehouse facility due to Hurricane Wilma. Gilbane reviewed invoices and identified damage related repair costs associated with the loss.</td>
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<td>Opa Locka, FL</td>
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<tr>
<td><strong>Hurricane Wilma – John Knox Village</strong></td>
<td>Gilbane directed the effort for analyzing property damages due to Hurricane Wilma to a large multiple-building complex, a retirement campus that contained three high-rise buildings, two mid-rise, three-story buildings and 70 duplex single-story residences.</td>
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<tr>
<td>Pompano Beach, FL</td>
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<td><strong>Hurricane Katrina - Mississippi Casinos</strong></td>
<td>Two casinos along with land-based entry buildings, high-rise hotel, two free standing hotels, golf pro shop, marina and various out buildings. Assessment, estimates, worked with owner CM to reconcile not to exceed contract, on-site rebuild monitoring.</td>
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<tr>
<td>Biloxi &amp; Port St. Louis, MS</td>
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<td><strong>Hurricane Katrina – City Building Assessments</strong></td>
<td>Gilbane assessed hurricane damage to 47 city buildings including; city hall, fire stations, police station, court house, water treatment, waste treatment, maintenance and recreational facilities. Directed preparation of estimates of repair.</td>
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<tr>
<td>City of Petal, MS</td>
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<tr>
<td><strong>Hurricane Katrina - FM Global Hurricane Katrina Assessments and Valuations</strong></td>
<td>In the aftermath of Hurricane Katrina in 2005, Gilbane performed assessments and valuations on more than 2,800 individual properties. We were given full responsibility for more than 100 buildings and related infrastructure systems owned and operated by the Port of New Orleans. Given how critical Port operations were as the primary means of delivering the materials and equipment needed throughout the region to the recovery and re-establishment of New Orleans' economy, this was a very important and high-profile assignment.</td>
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<tr>
<td><strong>Hurricane Katrina - Zurich Alternate Dispute Resolution Program (ADR)</strong></td>
<td>Completion of approximately 1,500-1,800 homeowner and business losses, which included assessments, estimates, and claim resolutions.</td>
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<td>Our teams continued to work throughout the gulf coast over a two and a half year duration to provide the support needed based on the widespread devastation from Hurricanes Katrina and Rita. At peak, Gilbane had more than 50 staff servicing the gulf region and dozens of subconsultants and subcontractors under contract to provide additional as-needed services.</td>
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<tr>
<td><strong>Hurricane Katrina Countrywide Insurance</strong></td>
<td>Evaluated and estimated water/flood damage from Hurricane Katrina.</td>
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**Hurricane Katrina - ExxonMobil Corporation Plant**  
**Chalmette, LA**

Work activities included assessment of conditions of office spaces and support facilities all of which had significant flood damage from upwards of nine feet of water. Our work included the physical assessment work, estimates of costs and stewarding the subcontract work to repair and/or replace the damaged property.

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**Hurricane Katrina - Louisiana School System**

Up to 30 feet of flooding and wind damage to 50 + major buildings. Gilbane conducted assessments on all buildings and detailed order of magnitude estimates on all buildings. Working with insurers, Gilbane served as the impartial third party construction consultant to assess damage, prepare an estimate and attend the resolution meetings in which an independent adjusting firm facilitated the discussion to try to achieve a fair settlement.