

*After the Disaster...
What Comes Next?*

What should I do now?

*Understanding the Insurance Claim Process, How to
Read an Insurance Estimate (Xactimate)
and*

Intro to Full Circle Restoration / Project Profiles



Full Circle Restoration Headquarters – Duluth, GA

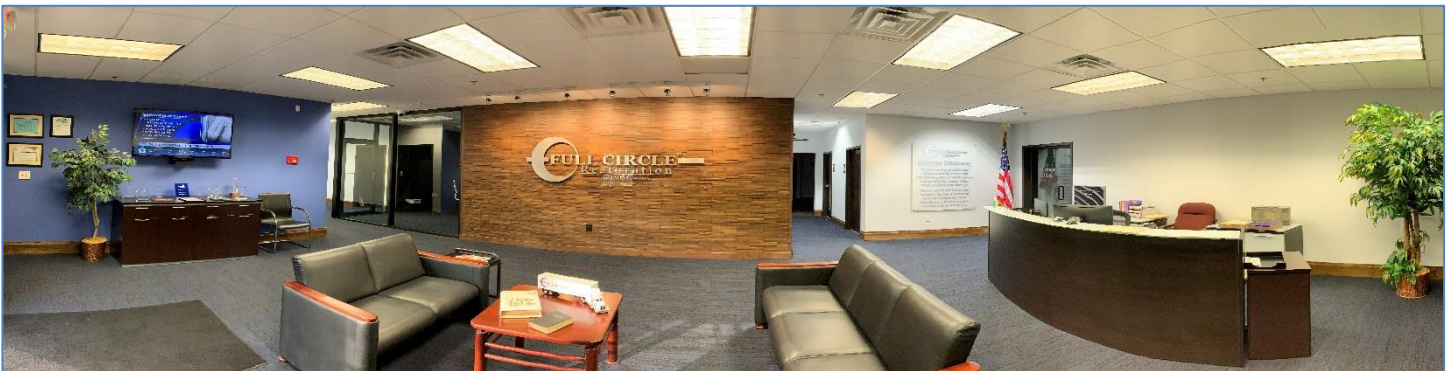


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Letter from the Owner

A rectangular box with an orange border containing a background image of a construction site at night with lights. Overlaid on the image is the text:

It's comforting to know there is a professional & competent company to support you when you need it most...

Serving Atlanta for over 2-Decades...

Our People Make the Difference

It is regrettable that you have had the unfortunate experience of suffering property damage and the associated inconvenience and burdens that come with situations like this. Rest assured that our Estimators, Project Managers, and team members will have your best interest at heart. They will handle your insurance claim related project and care for your property/assets in the best manner possible. This is part of what sets us apart in a very competitive industry in the Atlanta-metro area. We continually grow the most import component of our

business... our highly-trained, professionally-certified and experienced operational team, who has some of the [highest customer-service and job performance ratings in the industry \(click for current scorecard\)](#). Our customers prefer employees be uniformed, trained, professional and trust worthy. Our team members share our customer centric minded philosophy and achieve world-class customer service & top-quality craftsmanship by always trying to do the right thing.

We appreciate the opportunity to serve you and we want you to have the peace of mind in knowing you have selected the right firm to help get life back to normal. In this brochure you will find valuable information including:

- The typical process for a property damage insurance claim,
- Access to our current Customer Satisfaction Scorecard & Customer Comments*.
- Who we are and what services we provide, our credentials and a copy of our work authorization

Although we are confident that the Full Circle Restoration team will do its very best in handling the various aspects of your project, we want you to feel comfortable throughout the entire process and have the peace of mind that Full Circle is the right choice. If there is something that does not go quite right; we want to know about it immediately, so we have the opportunity to take action on it right away... So, we're giving you direct access to key people with the contact numbers and email addresses for our management team. Plus, you will have a chance to rate how well we have performed once the project is completed because we care about customer satisfaction.

Respectfully,

Orlando Ojeda

Orlando Ojeda
President

Orlando@fullciclerestoration.com

Cell: 770-560-7642

Donny Masters
Construction Mgr. & Quality Assurance
DMasters@fullciclerestoration.com
Cell: 770-851-7474

Visit us on the web at: <http://www.fullciclerestoration.com>

* www.guildquality.com/fullciclerestoration Third-Party Customer Satisfaction Scorecard - Survey Results



Executive Summary / Introduction

For over 2-decades, we have proudly served our commercial, institutional, municipal/governmental and residential customers with immediate response 24/7 service, 365-days a year. We handle a wide spectrum of projects from small residential jobs to large commercial & institutional emergencies & restoration projects.

Our professional team specializes in Catastrophe, Disaster & Emergency Mitigation Services and Restoration / Reconstruction including:

- Hazardous-Material, US EPA Lead Renovator, Bio-hazard, Trauma/Crime-Scene/Death-Scene Clean-up (with NIDS/ABRA, OSHA & other training re: blood-borne pathogens, hazard communications, respiratory protection, lock-out/tag-out awareness, & confined space ops awareness, etc.)
- Emergency Board-up & Roof Tarping/Shrink wrapping
- Stabilizing/Securing the Physical Property
- Tree Removal
- Content Management – including Pack-outs, restoration & Inventory Mgmt.
- Minor Restoration to Major Reconstruction of an existing facility & many other services

To ensure high quality work and service delivery we employ the best collection of professional mitigation team members in the Atlanta-metro area. Full Circle understands the value of a multi-step hiring process including multiple interviews, E-Verify confirmation, background checks, reference checks, driving records checks, and drug testing. One call to our emergency hotline will mobilize our experts ready to respond immediately to any small emergency or catastrophic regional large-loss/crisis. Our employees are experienced, trained, and certified in many technical protocols developed by leading industry associations, some of which include the Institute of Inspection Cleaning and Restoration Certification (IICRC) and National Institute of Decontamination Specialists (NIDS) for the American Bio-Recovery Association (ABRA).

Our vast experience allows us to assist institutional, commercial, industrial and residential customers in a variety of situations as is evidenced by our portfolio of previous business. Our mitigation specialists have provided invaluable service and savings to a diverse range of facilities for a wide mixture of hazards. We have the experience and ability to mitigate further risk due to fire, flood, windstorm, biohazard, accidental discharge of an environmental/chemical hazard or fire sprinkler system, explosion, mold/lead contamination and many other perils and exposures.

Our mitigation experts are well versed in facilitating insurance claims for a very distinguished list of satisfied clients, which includes historical landmarks; sports and entertainment venues; municipal buildings; high-security federal government offices and laboratory facilities; regional and international airports; universities in sporting venues, dormitories/fraternities, academic areas and research facilities; hospitals and healthcare/assisted living facilities; banks and financial institutions; data centers; call centers; churches, temples and other religious centers; Class-A high-rise office complexes; single and multi-unit residential housing environments.



Emergency Contacts

For Life or Health Threatening Emergencies:	Dial 911
Georgia Power Company (404) 608-5192 Dial 811 Call Before You Dig	GA Emergency Mgmt. Agency/GEMA Metro-ATL Reg. 7 Coordinator: Sheri.Russon@gema.ga.gov (404) 290-9105 - Cell
Atlanta Gas – Emergency Service Director (404) 524-0566 (877) 427-4321	Disease Control & Prevention (CDC) (404) 264-0671 (404) 639-0385 - Bioterrorism
City of Atlanta Water Department (404) 658-6500	Regional Poison Control (800) 222-1222
AT&T – Emergency Service Director (404) 780-4600	Environmental Protection Agency (EPA) (404) 562-9900
<p>Fire – Water – Storm – Mold – Lead – Asbestos – Hazmat – Biohazard/Trauma – Contents</p> <p>Full Circle Restoration & Construction Services, Inc. 24-Hour Hotline: 770-232-9797</p> <p>Emergency Mitigation Services Offering:</p> <ul style="list-style-type: none"> • Emergency Board-up, Tarping & Shrink Wrapping • Emergency Water Extraction • Structural Drying & Dehumidification • Fire – Soot – Smoke & Odor Removal • Emergency Tree Removal • Demolition & Debris Removal • Roof Replacement • Content Management – Inventory, Pack-out/back, Cleaning & Restoration <p>Reconstruction & Restoration Services: Full Circle is also a licensed and insured General Contractor</p> <p>Follow us on the web at: http://www.fullcyclerestoration.com/</p> <p>or click on an icon below to get more info.</p> <div>       </div>	

After the Disaster – Criticals Checklist

Be sure to collect the following items and information as soon as you can:

Claim Related Documents & Information

- ☐ Insurance Carrier & Agent Contact Info
- ☐ Insurance Policy Information
- ☐ Recent Premium Payment Documentation

Important Personal Documents & Information

- ☐ Driver's License
- ☐ Birth Certificate
- ☐ Passport / Immigration Documentation
- ☐ Social Security Card
- ☐ Last Will & Testament
- ☐ Health Insurance Info
- ☐ Medical Records
- ☐ Computers/Tablets/Portable Hard Drives with personal data

Important Items to Collect Immediately

- ☐ Medical Prescriptions
- ☐ Pet Medications
- ☐ Valuables & Personal Items
 - ☐ Cash
 - ☐ Stock Certificates & Bonds, etc.
 - ☐ Jewelry
 - ☐ Firearms
 - ☐ Family Photo Albums
 - ☐ Easily Portable Family Heirlooms

Be sure to store these items in a protected, safe and secure place while your property is under mitigation, restoration and reconstruction. Consider a safe deposit box or fireproof safe.

Valuable Insurance Claim Information

Property Damage Insurance Claims Process & How to Read an Insurance Estimate in Xactimate

Property Damage Insurance Claim Process

This schedule is a document we share with insured customers that outlines the complexities of property damage insurance claims as they may typically unfold.

This document serves to familiarize insured customers with this sometimes-lengthy process when unfortunate and frustrating property damage incidents and events occur. These schedules are intended to serve as a comprehensive guide to a process that can vary by insurance carrier, incident/event type, and claim/adjuster. This guide should not be considered complete and not all portions may apply to your claim. We hope this document helps you track the progress of your claim.

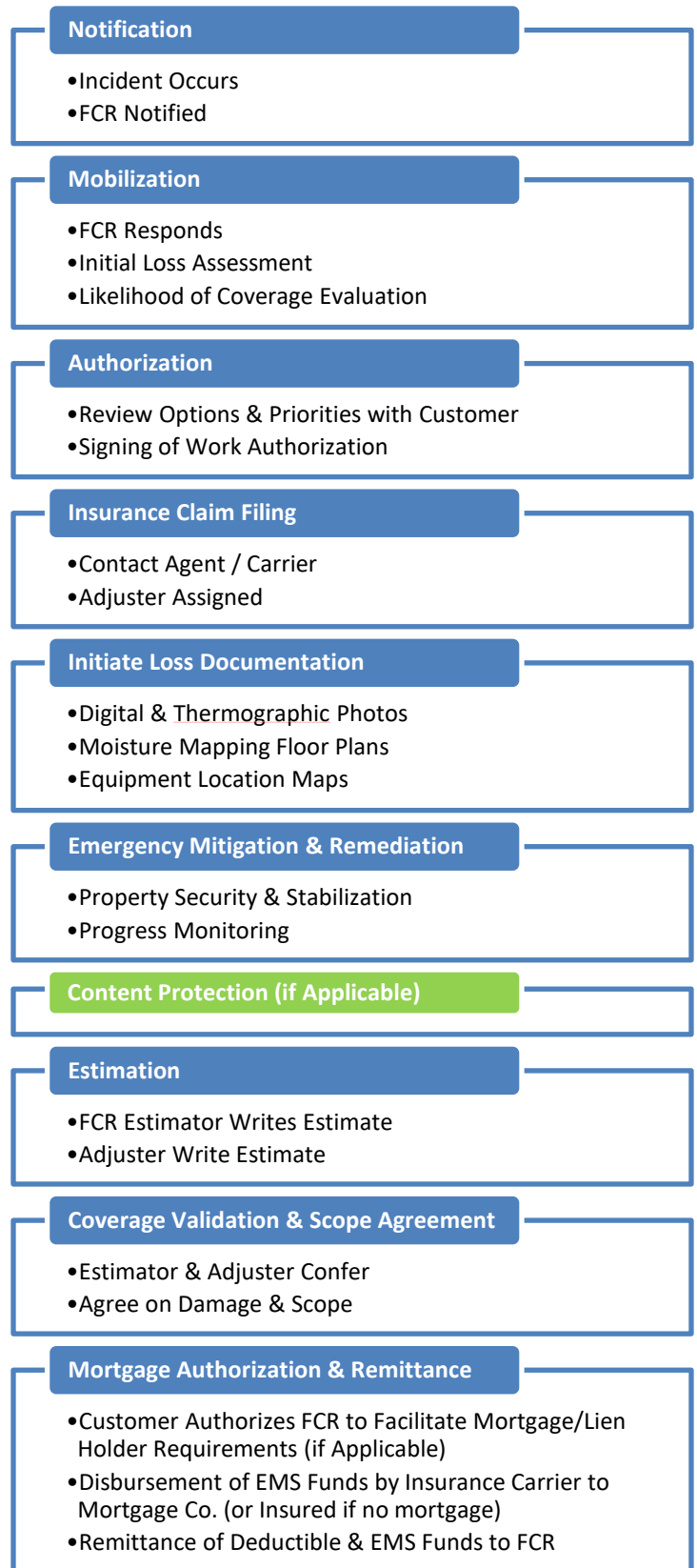
We are glad you chose Full Circle Restoration as your service provider. The goal of your Estimator/Project Manager is to do our best to get your life back to normal as soon as we can and where possible to make your unfortunate experience a little less painful and a little less inconvenient when and where we can.

Content Management (if Applicable)

This schedule parallels the Emergency Mitigation Service, Restoration & Reconstruction schedules (presented at right) running concurrently throughout the process when and where it applies.



Emergency Mitigation Phase



Restoration & Reconstruction Phase – 1st 1/2

Authorization & Contracting

- Signing of Work Authorization or Long Contract

Reconstruction Initiation

- Disbursement of Reconstruction Insurance Proceeds less “Holdback” (Depreciation, FCR Overhead & FCR Profit) by Insurance Carrier to Mortgage Co. (or Insured if no mortgage)
- Remittance of 1st Draw to FCR

Reconstruction Project Planning

- FCR Validates Adjuster Estimate Sufficiency to Complete Project
- Confirm Scope with Customer
- ID Project Start & Completion Dates

Demolition

- Pull Permits
- Demo

Restoration/Reconstruction Start-up

- Pull Permits
- Establish Subcontractors Schedule

Selections

- Fixtures, Finishes, Flooring, & Cabinets

Structural & Exterior Reconstruction

- Foundation (Slabs, Footing & Rough Plumbing)
- Framing
- Roofing
- Exterior Finish

Mechanical Pipes & Lines

- Plumbing, HVAC & Electrical

Initial Inspections & Insulation

- Rough Inspection
- Insulation
- Final Framing Inspection

Drywall Installation

Restoration & Reconstruction Phase – 2nd 1/2

Mid-Project Disbursement & Remittance

- Mortgage Company Inspection
- Remittance of 2nd Draw to FCR by Mortgage Co.

Interior Finish Project

- Trim, Cabinets, Paint, Flooring & Blown Attic Insulation

Mechanical Systems Installation

- Plumbing, HVAC & Electrical

Final Inspections

- Final City/County Inspections & Certificate of Occupancy
- Customer Walk-thru & Punch-list
- Signing of Customer Satisfaction Form
- Final Mortgage Inspection

Disbursement & Remittance

- Disbursement of “Holdback” (Depreciation, FCR Overhead & FCR Profit) by Insurance Carrier
- Remittance of Balance to FCR by Mortgage Co./Insured (3rd & Final Draw)

3rd-Party Customer Satisfaction Survey

- Guild Quality will Survey Customer

Schedule Content Pack-in (if Applicable)

How does Full Circle ensure Competitive Pricing?

Full Circle Restoration uses Xactware's Xactimate¹ Software and Pricing to ensure current and fair market rates are being applied to an Estimate. For any product or service not considered/monitored by the Xactimate service, pricing of all other necessary items and services will be obtained from current (at the time of loss) other market rate sources and will consider the geographic location of the incident/loss. Additional items and specialty equipment, which must be rented or acquired to perform necessary services, will be invoiced on a cost plus 20% basis. Additionally, ten (10) percent overhead & ten (10) percent profit will be added to each invoice. This billing structure takes into account the requested pricing format and typical everyday project scenarios. For larger incidents where size and scope of the project may directly lead to significantly greater equipment use and material purchases, reasonable billing practices may lead to modification of certain items. Overhead and Profit is a customary, appropriate, and necessary component to a typical pricing structure. In an incident requiring considerable equipment and materials/supplies purchases, proportionality may distort the Overhead and Profit calculation excessively, necessitating a modification to more reasonable levels. Other considerations may also include capping long-term equipment use or conversion to a monthly rate for excessive project duration.

What is Xactimate?

¹ In a free-market economy, prices for construction material and labor vary, often significantly among suppliers and contractors within the same city. This creates a strong need in the insurance/restoration industry for comprehensive and independently researched and validated pricing information. Xactware's Pricing Data Service reports cost information based on actual prices and transactions (completed bids) that have occurred recently in your area. This information is invaluable to Full Circle's estimators who need to reference current, local prices that are based neither on the highest nor the lowest price in their market at a given time. Xactware researches and reports on structural repair and cleaning cost information for more than 500 geographic regions on three continents. Each of these databases of costs is fully researched, validated, and supported by Xactware's in-house team of professionals. This is one method used by Full Circle to remain competitively priced in the Atlanta-metro market.

How do I read and understand an Insurance Estimate written in Xactimate?


Review the following FCR's Helpful Guide to Understanding a Property Damage Xactimate Estimate.

Critical Points to the Insured Customer

- If you have questions regarding your Estimate, contact your assigned Full Circle Estimator and the adjuster... The "Author" of the estimate will be best to answer questions, especially about line items.
- **Critical Point:** The amount displayed for a line item **IS NOT** your "Shopping Budget Amount" for that line item... this amount typically includes the fees for shipping/pick-up, delivery to the job site, installation, and other associated fees. Your estimator is the best source for this type of "Line Item Budget Amount" information.
- **Critical Point:** Don't forget to account for your Deductible(s).
- **Critical Point:** Your Adjuster's Estimate may communicate additional information regarding Policy Limitations, Coverage, and Deductibles. This information is not included on your Full Circle Estimate.

Components to the Estimate:


- A. Cover Sheet:** This Section includes pertinent information such as:
1. Estimator Contact Information
 2. Type of Project / Estimate
 3. FCR Job Number / File Number
 - First 2 digits reflect the Year the Project was initially called-in to FCR
 - Next 4 digits reflect the Project's Job Serial Number
 - Last 3 digits reflect the Type of Project for which the Estimate was written
 4. Valuable Information about the Estimate and the Expiration Date

		Full Circle Restoration 4325 River Green Parkway Duluth, GA 30096 Office 770-232-9797 Fax 770-232-0664 www.fullcyclerestoration.com	
Client: [REDACTED] Property: [REDACTED]		Cellular: [REDACTED]	
Operator: SHAWN			
1	Estimator:	Shawn Delgado	Business: (770) 232-9797
	Position:	Senior Estimator	E-mail: shawn@fullcyclerestoration.com
	Company:	Full Circle Restoration & Construction Services, Inc.	
	Business:	4325 River Green Parkway Duluth, GA 30096	
2	Type of Estimate:	Water Damage	Date Assigned: 12/7/2019
	Date Entered:	4/17/2020	
3	Price List:	GAAT8X_DEC19	
	Efficiency:	Restoration/Service/Remodel	
	File Number:	[REDACTED]	
<p><u>THIS IS AN ESTIMATE ONLY AND MAY CHANGE TO REFLECT THE ACTUAL ACTIVITY REQUIRED ON THIS EMERGENCY SERVICE OR RESTORATION PROJECT.</u></p>			
4	<p>Full Circle Restoration and Construction Services, Inc. is pleased to provide the following estimate for the services described in this estimate. The purpose of this document is to provide information on the restoration or emergency work, that is a scope of work and draft cost for those services. This price is good for 30 days from the delivery date. After 30 days repricing will be required. Full Circle Restoration and Construction Services, Inc. maintains the right to adjust pricing due to a change in the scope, additional material cost, and/or additional services to complete each task. This estimate is based on standard work week, unless otherwise noted.</p>		
	<p>PLEASE REVIEW ESTIMATE: Every estimate is different and therefore Full Circle Restoration and Construction Services, Inc. reserves the right to adjust our prices based on Labor per scope, activity per scope, and material used per activity.</p>		

B. Project Detail by Room or Area

1. Room Name or Number
2. Room Stats
3. Sketch of Room & Basic Dimensions
4. Detailed Info re: Activity or Equipment or Materials or Supplies
 - a. Quantity
 - b. Unit of Measure
 - c. Reset or Remove & Replace
 - d. Tax
 - e. Overhead & Profit (O&P)
 - f. Total Fees for this Activity in this Room or Area
 - g. Total Fees for this Room or Area

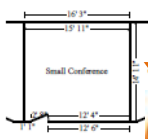
Most Common Units of Measure	
EA = Each	CY = Cubic Yard
LF = Linear Foot	SQ = Square
SF = Square Foot	HR = Hour
SY = Square Yard	DA = Day
CF = Cubic Foot	RM = Room



Full Circle Restoration & Construction Services
 4325 River Green Parkway
 Duluth, GA 30096

CONTINUED - Conference Room

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
<small>Note: This is a very large open area with a large number of desks & office equipment that had to be moved in order to reinstall carpet tiles and also to completed restoration services.</small>							
46. Paint part of the walls - two coats	155.96 SF		0.00	0.87	2.91	27.72	166.32
47. Mask and prep for paint - plastic, paper, tape (per LF)	155.96 LF		0.00	1.26	3.61	40.02	240.14
48. Clean and deodorize carpet - heavy staining	474.40 SF		0.00	0.68	2.53	65.02	390.14
Totals: Conference Room					9.88	165.26	991.66



Small Conference

506.39 SF Walls
 743.81 SF Walls & Ceiling
 26.38 SY Flooring
 61.67 LF Ceil. Perimeter

Height: 8' 6"

237.42 SF Ceiling
 237.42 SF Floor
 59.00 LF Floor Perimeter

Door: 2' 8" X 6' 8" Opens into [REDACTED]

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
49. Drywall Installer / Finisher - per hour	2.00 HR		0.00	72.56	0.00	29.02	174.14
50. Cove base molding - rubber or vinyl, 4" high	44.00 LF		0.00	1.65	4.58	15.44	92.62
51. Floor preparation - remove existing glue	118.71 SF		0.00	0.41	1.06	9.96	59.69
52. Install Carpet tile	118.71 SF		0.00	1.35	0.00	32.06	192.32
<small>Note: additional labor is necessary to install carpet tiles removed during structural drying. The carpet tiles were removed and numbered so they could be reinstalled as they were originally. This requires additional labor which is reflected in the cost.</small>							
53. Contents - move out then reset - Large room	1.00 EA		0.00	74.01	0.00	14.80	88.81
<small>Note: This is a very large open area with a large number of desks & office equipment that had to be moved in order to reinstall carpet tiles and also to completed restoration services.</small>							
54. Paint part of the walls - two coats	151.92 SF		0.00	0.87	2.84	27.00	162.01
55. Mask and prep for paint - plastic, paper, tape (per LF)	18.50 LF		0.00	1.26	0.43	4.74	28.48
56. Clean and deodorize carpet - heavy staining	237.42 SF		0.00	0.68	1.27	32.56	195.28
Totals: Small Conference					10.18	165.58	993.35

20=0499-REC
6/8/2020
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C. Grand Total Areas / Lengths of Walls, Floors, Ceiling, Roofing & Perimeter

1. Total Square Footage/Yardage, Linear Footage & Squares

Most Common Units of Measure	
EA = Each	CY = Cubic Yard
LF = Linear Foot	SQ = Square
SF = Square Foot	HR = Hour
SY = Square Yard	DA = Day
CF = Cubic Foot	RM = Room

Full Circle Restoration & Construction Services

4325 River Green Parkway
Duluth, GA 30096

CONTINUED - General


DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Totals: General					2.25	594.02	3,564.06
Line Item Totals: 20=0499-REC					495.57	7,857.50	47,144.09

Grand Total Areas:

25,445.73 SF Walls	23,417.57 SF Ceiling	48,863.30 SF Walls and Ceiling
23,417.43 SF Floor	2,601.94 SY Flooring	2,975.71 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	3,143.46 LF Ceil. Perimeter
23,417.43 Floor Area	24,259.72 Total Area	25,590.58 Interior Wall Area
17,651.15 Exterior Wall Area	1,959.75 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

D. Estimate Summary

1. Total Dollar Amounts for Line items, Material Sales Tax, Overhead, Profit, & Grand Total
2. NOTE: There may be several Summary Formats provided including among others: Recap of Taxes, Overhead and Profit, Recap by Room & Recap by Category



Full Circle Restoration & Construction Services
 4325 River Green Parkway
 Duluth, GA 30096

Summary

1

Line Item Total		38,791.02
Material Sales Tax		495.57
Subtotal		39,286.59
Overhead		3,928.75
Profit		3,928.75
Replacement Cost Value		\$47,144.09
Net Claim		\$47,144.09

Blair Sperry
Senior Estimator

20-0499-REC

6/8/2020

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F. Photos



Full Circle Restoration
4325 River Green Parkway
Duluth, GA 30096

1



2




3




4



5



6



7



8



20-0674-WTR-1

7/28/2020

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More about Full Circle

Service Offering

Atlanta Metro Area & North Georgia



Full Circle Restoration is one of the Atlanta-metro area's most experienced first response, disaster recovery/CAT, restoration & reconstruction companies serving the commercial, institutional, industrial & residential property segments through building owners, real estate & property management companies & the insurance industry for over two decades.

Fire – Water – Storm – Mold – Lead – Bio-Hazard – Haz-Mat

General Services Offering:

<ul style="list-style-type: none"> • 24-Hour Immediate Emergency Response • Stabilizing & Securing Property • Emergency Water Extraction • Structural Drying & Dehumidification • Disaster Response/Mitigation & CAT Services • Reconstruction & Disaster Repairs • Emergency Board-up, Tarping & Shrink-wrap Services • Roof Replacement • Demolition & Debris Removal 	<ul style="list-style-type: none"> • Emergency Tree Removal • Insurance Estimates • Digital Photography, Thermography & Boroscopy • High-Tech Environment Restoration • Mold Remediation & Lead Renovation • Soot, Smoke & Odor Removal • Emergency Pack-out, Content Cleaning & Document Drying • Secure Content Storage • Environmental / Chemical / Haz-Mat & Accident / Trauma / Crime Scene / Bio-Hazard & Death Scene Clean-up
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24-Hour Hotline: 770-232-9797

Commercial - Institutional - Industrial - Residential



Serving Atlanta's premier industry leaders and residents in their time of need...

Call our 24-hour hotline your property experiences damage or contamination due to:

- Fire
- Water
- Storm
- Mold
- Lead
- Hazmat
- Trauma/Crime Scene

Our experienced crews will
respond immediately to
emergencies every hour of the
day, every day of the year...

Corporate Overview

Why Choose Full Circle?

Experience the Difference:

Staying Up-to-Date...

- Experience & Expertise



Trained & Certified



Credentials

Why Choose Full Circle?

Experience the Difference:

A Full Circle Solution:

- Experience & Expertise
 - Comprehensive Coverage:

- General Liability
- Automotive
- Workman's Comp
- Errors & Omissions
- Pollution Liability
- Bailee Coverage
(for 3rd Party content transport & storage)
- Bondable
- Licensed GC



Compliant & Insured

\$ 10.0mm Umbrella over:
 \$ 2.0mm General Liability
 \$ 2.0mm Pollution Coverage
 \$ 1.0mm Auto Liability
 \$ 1.0mm Workers' Comp
 \$ 400k Bailee Coverage

Why Choose Full Circle?

Experience the Difference:

Staying Up-to-Date...

- Experience & Expertise



Professional & Uniformed



Properly Protected

Why Choose Full Circle?

Experience the Difference:

A Full Circle Solution:

State-of-the-Art Satisfaction

- 24 x 7 service by full-time associates 365 days/year
- Team members are:
 - Trained & Certified
 - Experienced
 - Professional
 - Uniformed
 - Background Checks
 - Random Drug Screens

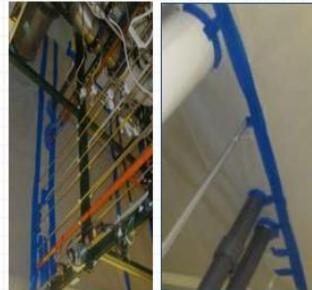


Why Choose Full Circle?

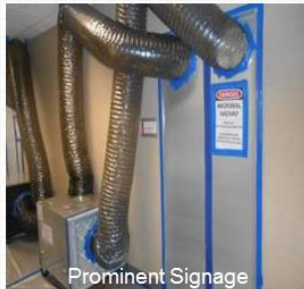


Expertise in Containment

Ensuring Safety... Avoiding Cross Contamination



Open Walkway – HEPA Filtration – Negative Air Pressure – Sealed @ Pipes & Trash Bins



HEPA Filtration
Incorporated Effectively

Prominent Signage

Why Choose Full Circle?

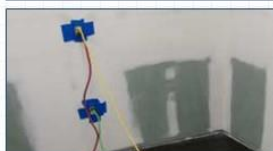


Expertise in Containment

Ensuring Safety... Avoiding Cross Contamination



Walk-off Mats – Anterooms – Protected Flooring – Traffic Control – Sealed @ Outlets



Licenses, Certifications & Registrations:

State of GA Corp. License:

GA Minority Supplier:

Haz-Mat/Bio-Hazard Clean-up – Collection:

Haz-Mat/Bio-Hazard Clean-up – Storage:

US EPA Lead-Safe Certification:

State of FL Corp. License:

State of FL Mold License:

Contractor Connection:

Domestic Profit Corporation Certificate of Incorporation
9720241 Active Status since 05/30/97

AT10-0064 for NAIC 624230; 236118; 236220; 562910

PBR-067-804COL

PBR-067-803TS

NAT-55704-1 issued 06/08/2010

F05000004534 – Active Status since 08/01/2005

MRSR115 – AC#5314145 Expires – 07/31/2016

Provider / Member for more than 10-years

State of GA DNR-EPD 24-Hr. Emergency Response Preferred Provider


State of GA BOR-USG Prequalified Disaster Response Program Provider since 2008

Full Circle Restoration is proud to be a drug-free, zero-tolerance workplace

Full Circle Restoration adheres to all Building Codes, ADA requirements, laws, regulations & ordinances

Licensed General Contractor

2/27/2020 Details



PROFESSIONAL LICENSING
GEORGIA SECRETARY OF STATE BRAD RAFFENSPERGER
CORPORATIONS • ELECTIONS • LICENSING • CHARITIES

Licensee Details

Licensee Information

Name: Donald Gene Masters, II
Address: 218 Towler Shoals Drive
Loganville GA 30052

Primary Source License Information

Lic #:	RLQA00241	Profession:	Residential/General Contractor	Type:	Residential Light Qualifying Agent
Secondary:		Method:	Examination	Status:	Active
Issued:	4/20/2010	Expires:	6/30/2020	Last Renewal Date:	6/25/2018

Associated Licenses

Relationship: Supervisor

Licensee:	Full Circle Restoration & Construction Services Inc	License Type:	Residential Light Company
License #:	RLC0002910	License Status:	Active
Established:	4/20/2010	Association Date:	2/16/2009
Type:	Prerequisite	Expiry:	

Public Board Orders

Please see Documents section below for any Public Board Orders

Other Documents


No Other Documents

Data current as of: February 27, 2020 16:35:46

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2/27/2020 Details



PROFESSIONAL LICENSING
GEORGIA SECRETARY OF STATE BRAD RAFFENSPERGER
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Licensee Details

Licensee Information

Name: Blair E Sperry
Address: 4325 River Green Parkway
Duluth GA 30096

Primary Source License Information

Lic #:	GCCA003441	Profession:	Residential/General Contractor	Type:	General Contractor Qualifying Agent
Secondary:		Method:	Examination	Status:	Active
Issued:	1/25/2012	Expires:	6/30/2020	Last Renewal Date:	4/24/2018

Associated Licenses

Relationship: Supervisor

Licensee:	Full Circle Restoration & Construction Services Inc	License Type:	General Contractor Company
License #:	GCCO003431	License Status:	Active
Established:	1/29/2012	Association Date:	11/16/2011
Type:	Prerequisite	Expiry:	

Public Board Orders

Please see Documents section below for any Public Board Orders

Other Documents

No Other Documents

Data current as of: February 27, 2020 16:37:24

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COVID-19 / Corona Virus (SARS-CoV-2)

Protocols, Standards, Products,
Federal Agency Guidance &
Recent Projects

FCR COVID Cleaning & Clearance Testing

Discovery – Project Qualification Process

Each Project is first Qualified (See Next Page)

1. Projects fall into 1 of 3 categories (Determines Protocol, Standards & PPE):

- A. **Preventative Measure**
- B. **Suspected Case**
- C. **Confirmed Case**

2. Discovery includes:

- A. Customer & Client Needs
- B. Facilities – Size & Scope
- C. Occupancy - Occupied / Non-Occupied
- D. Access / Restrictions
- E. Work Hours – Premium or Normal

3. Service Level is Discussed:

- A. Disinfectant Products
- B. Shand Wiping
- C. Spraying
- D. Special Instructions
- E. Clearance Testing Required?

4. Pricing is Developed & Communicated

5. If Approval is Obtained - Work is Scheduled

Client: _____

Job # & Name: _____

Target Date: _____



Reason for Cleaning Request:

- A. Preventative Measure Only: Cleaning to be on the safe side: (Y/N) _____
- B. Suspected: Has occupant been in contact to confirmed party: (Y/N) _____
- C. Confirmed: Has occupant(s) been confirmed with COVID-19: (Y/N) _____

Access / Occupancy Info:

- A. # Buildings _____ Full Square Footage or common areas only: _____
- B. Access - same for all Buildings? (Y/N) _____
- C. Are buildings currently Occupied? (Y/N) _____
- D. Will Floors being serviced be occupied during our Work Hours? (Y/N) _____
- E. Work during our Normal Work Hours? (Y/N) _____
- F. Work during Premium Work Hours - Nights, weekends holidays? (Y/N) _____
- G. Known Access Restrictions? (Y/N) _____

Services:

- A. Electrostatic Application of Bioesque - Blue? (Y/N) _____
- B. Electrostatic Application of Bioesque - Purple? (Y/N) _____
- C. Hand Cleaning Touch points? (Y/N) _____
- D. Hand Cleaning of touch points and horizontal surfaces? (Y/N) _____
- E. Special instructions for pricing this project? (Y/N) _____
- F. Is there an interest in Clearance Testing? (Y/N) _____

Comments: _____

COVID-19 Countermeasures

Protocol & Policies based on US CDC Interim Guidance



FCR's COVID-19 Operational Practices & Cleaning Protocol v1.0

Contact us for a full copy of: "[Full Circle's Response to COVID-19](#)" – Policies based on the US CDC's "Interim Guidance for Businesses and Employers - Structural/Environmental Cleaning of Hazardous Infections/Contagions"

Safety is our Priority 1: It is FCR's priority to protect its employees, clients, customers, their properties and visitors from this world-wide pandemic.

Temporary New Business Practices: Full Circle Restoration (FCR) supports the fight against the Covid-19 virus. As a result, FCR has temporarily adopted new business practices to reduce possible exposure and additional risk to you and your customers.

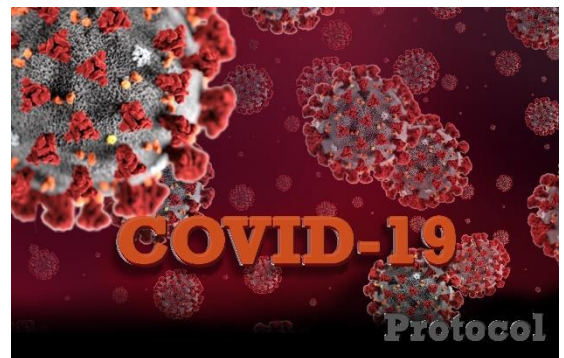
Internal Countermeasures: To reduce possible exposure and additional risk to you and your customers and those very few employees who must visit the office for supplies, materials, tools and equipment or for other essential services purposes we have taken active measures to ensure their safety, as well as that of our vendors, customers and clients who must visit our office.

Cleaning Protocol: On the next page we have provided a brief high-level overview of our Cleaning Protocol and other considerations. It should assist you in understanding the approach we will be taking to clean your property. Additionally, we believe you would find the document mentioned above valuable and helpful in providing information you require.

Call us in the event you have questions or concerns regarding your property or the process. We will make one of our Chemical/Virus/Protocol specialists available to discuss your specific circumstances. Please let us know how we can help you.

Stay Safe and Healthy!

Your friends at Full Circle Restoration



Now Available!

Post-Cleaning Clearance Testing Specifically for COVID-19

Conducted for FCR by an Independent 3rd Party Lab for your personal peace-of-mind and that of all building occupants. Contact us today to get on the schedule before the return-to-normal rush/backlog begins.

Includes: Executive Summary/Clearance Letter from a Hygienist & Lab Report.

FCR 24-Hour Hotline: 770-232-9797

Full Circle Restoration and Construction Services, Inc.

COVID-19 Cleaning Protocol

Policies based on the US CDC Interim Guidance



Cleaning Protocol

CDC Compliant: FCR has developed a cleaning protocol using US CDC guidelines and other industry accepted standards. We only clean with US EPA Registered Disinfectants our preferred disinfectant possesses a "4-minute kill claim" for emerging pathogens:

- Kills 99.9% of Bacteria, Viruses*, Fungi & Molds
- Bactericidal, Viricidal*, Tuberculocidal, and Fungicidal**
- Eliminates 99.9% of most Allergens*** upon contact
- Norovirus

*Viricidal according to the ASTM Standard Test Method for Efficacy of Viricidal Agents

** Fungicidal according to AOAC Germicidal Spray Method

*** Removes the following allergens: dust mite matter, cat dander, dog dander, mouse dander, rat dander, guinea pig dander, cockroach matter, peanut, birch pollen, timothy grass pollen, rag weed pollen.

Considerations: These Response Protocols may include additional considerations and steps after an on-site visual inspection due to Site/Scenario Dependent Factors:

- Level/type PPE necessary for our workers,
- Critical Barriers if appropriate (Site/Scenario Dependent), and Approved Application Method of EPA Registered Disinfectant (concentrating on touch surfaces).

FCR's Response Protocol

Safety is our Priority 1: It is FCR's priority to protect its employees, clients, customers, their properties and visitors from this world-wide pandemic. Our US CDC-based protocol has different degrees of concentration, for cases ranging as follows:

1

Proactive Cleaning

FCR sprays touch surfaces with an EPA registered disinfectant utilizing an electrostatic sprayer (PPE - gloves and masks)

2

Suspected Case Cleaning

Possible person contaminated – FCR uses an EPA registered disinfectant to hand wipe touch surfaces in the suspected area (bathrooms, breakrooms, elevators doors etc.) and finishes by spraying the areas with an electrostatic sprayer. (PPE - full - protective suit, gloves, APR or PAPR respirators)

3

Confirmed Case COVID-19

Positive person tested – FCR uses an EPA registered disinfectant to hand wipe all touch surfaces in the suite (area) and finish by spraying the areas with an electrostatic sprayer. (PPE - full)

FCR Cleaning Process

FCR utilizes air-assisted Electrostatic Sprayers - Producing Electrically Charged Microscopic Droplets of US EPA Registered Disinfectants which are carried to all surfaces in a low-pressure, gentle air stream.

More Uniform Coverage - electrical charge is applied to the spray droplets causing them to be naturally attracted to surfaces by an electrostatic force strong enough that droplets move in any direction to cover all surfaces - even defying gravity.

Electrostatic &/or Fogging for More Uniform Coverage - enables the disinfectant to navigate even the most microscopic crevices, invisible to the human eye, coating the undersides of desks, cubicle components, handrails, and other high-touch surfaces

Hand wiping - Green - Plant-based - Broad-Spectrum Disinfectant – US EPA registered disinfectants from the US EPA "N LIST" which are typically Hospital-grade Viricidal, Bactericidal, Tuberculocidal, & Fungicidal – Non-Abrasive/Non-Corrosive - 4-minute Emerging Pathogen Kill Claim

COVID-19 Clearance Testing

Process



COVID-19

COVID-19 Clearance Testing Process now confirms FCR's Cleaning Protocol

Contact us for a full copy of: "Full Circle's Response to COVID-19" – Policies based on the US CDC's "Interim Guidance for Businesses and Employers - Structural/Environmental Cleaning of Hazardous Infections/Contagions"

First, Safety is our Priority 1: It is FCR's priority to protect its employees, clients, customers, their properties and visitors from this world-wide pandemic.

FCR now offers Post-Cleaning Clearance Testing specifically for COVID-19.

The process includes:

1. Test samples are collected on-site by a third-party hygienist.
2. The samples are delivered to a laboratory who reverse-engineers the RNA collected to arrive at the DNA to confirm or rule out COVID contamination after the cleaning process.
3. The lab will supply the hygienist with the resulting technical information in a report.
4. The hygienist interprets the information and summarizes the results in layman's terms, drafting a final report and Clearance Letter, if needed.
5. The hygienist forwards the final Lab Results, Executive Summary and Clearance Letter to Full Circle Restoration who then, delivers the Report and other Project Close-out Documentation to you.
6. In the event test results return a positive, FCR will contact you to arrange recleaning/retesting the suspect area.

FCR opts for the sampling to be conducted by an Independent 3rd Party Hygienist and Lab for your personal protection and to reduce your risk of potential liability. Additionally, this testing gives you the personal peace-of-mind and that of all building occupants. Contact us today to get on the schedule before the return-to-normal rush/backlog begins.

Includes: Executive Summary/Clearance Letter from a Hygienist & Lab Report.

FCR 24-Hour Hotline: 770-232-9797

Stay Safe and Healthy!

Your friends at Full Circle Restoration



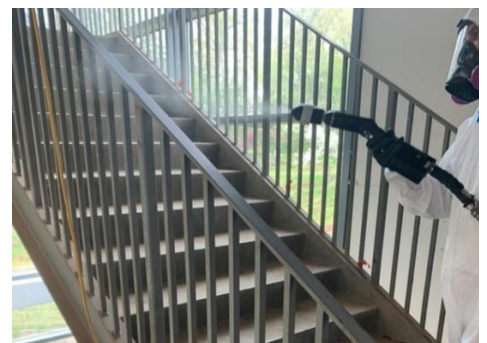
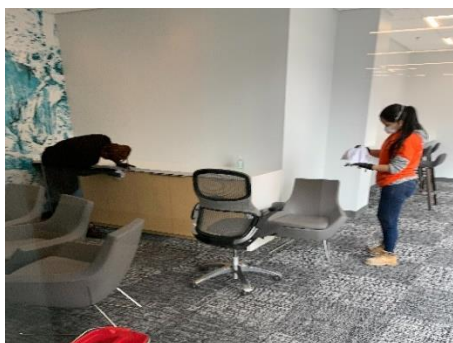
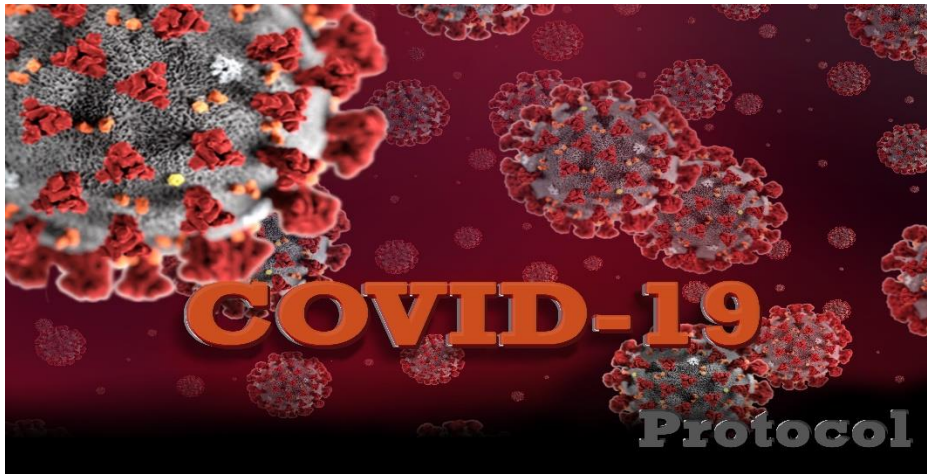
2020 COVID-19 Cleaning Projects - PPE

PPE & Cleaning Protocol is dictated via the Project Circumstances and follow established and recommended Protocol and Standards.

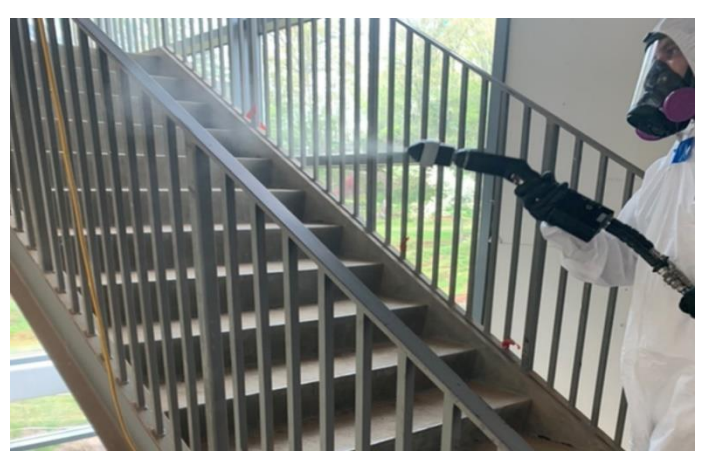
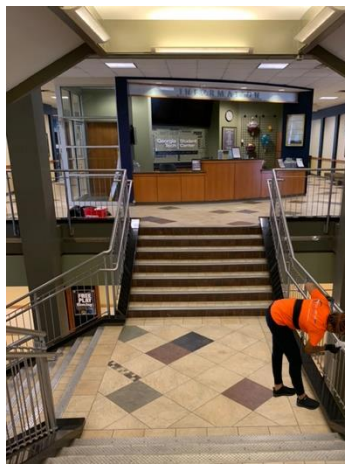
Preventative Measures

Suspected Cases

Confirmed Cases



2020 COVID-19 Cleaning Projects - Sample Photos



COVID-19 Disinfectants

FAQs - Third-party Industry & Gov't Resources

Protocols, Standards, US EPA Registered Disinfectants Comparison & Guidance & Recent Projects

US EPA “N List” Registration

According to the US EPA Website (<https://cfpub.epa.gov/giwiz/disinfectants/index.cfm>), “All products on the “N List” meet EPA's criteria for use against SARS-CoV-2, the virus that causes COVID-19. These products are for use on surfaces, NOT humans.”

Products Used by FCR

Plant-based (Thymol) Disinfectant with:

- **Currently:** A 4-minute Dwell/Contact Time with an Emerging Viral Pathogen Claim
- **Currently:** Optional Extended Surface Protection Sealant available (up to 14-Days)
- **Pending:** According to the manufacturer we should expect, possibly within the next 60 Days, formal US EPA Approval on a substantially less than 4-minute Emerging Viral Pathogen Claim.
 - Filing = Complete
 - Testing = Complete
 - Informal Results Notice = Complete
 - Informal Approval = Complete
 - Administrative Process = Pending (July 2020)
 - Formal Approval = Pending (July 2020)
 - Notification = Pending (July 2020)

See the “Comparison Products Used by FCR & Others (Per US EPA N List)” Chart on the Next Page.

US EPA Press Release – Product Testing & Approvals - 7/6/20

EPA approves first surface disinfectant products tested on the SARS-CoV-2 virus

07/06/2020 - Contact Information: EPA Press Office (press@epa.gov)

WASHINGTON (July 6, 2020) — Throughout the COVID-19 public health emergency, the U.S. Environmental Protection Agency (EPA) has worked to provide the American public with information about how to safely and effectively kill the novel coronavirus, SARS-CoV-2, on surfaces. Last week, EPA approved two products, Lysol Disinfectant Spray (EPA Reg No. 777-99) and Lysol Disinfectant Max Cover Mist (EPA Reg No. 777-127), based on laboratory testing that shows the products are effective against SARS-CoV-2.

The American Chemistry Council Press Release

Updated 07/20/20 The American Chemistry Council’s (ACA) Center for Biocide Chemistries (CBC) has compiled a list of products approved by the US EPA for use against emerging enveloped viral pathogens including the novel coronavirus (COVID-19). Products have been categorized into 3 tiers. Tiers I & II may both be found on the US EPA “N List”.



- Tier I: Products which disinfect against SARS-CoV-2
- Tier II: Products which disinfect against Human Coronavirus with an Emerging Viral Pathogen Claim
- Tier III: Products which disinfect against Human Coronavirus without an Emerging Viral Pathogen Claim

NOTE: According to the CBC US EPA Recommendation: Only if a product with an Emerging Viral Pathogen Claim is not available, use a tier III product.

Comparison Products Used by FCR & Others (Per US EPA N List)

Disinfectant Product Comparison	FCR Product	Lysol Product 1	Lysol Product 2	Local Contractor Advertising "90-Day Guarantee"
Company Name	Laboratoire M2	Reckitt Benckiser LLC	Reckitt Benckiser LLC	AP Goldshield LLC
Product Name	Thymox Disinfectant Spray	Lysol® Disinfectant Spray	Lysol® Disinfectant Max Cover Mist	Goldshield® 75 Surface Antimicrobial Agent
US EPA Registration	87742-1	777-99	777-127	Not US EPA "N List" Registered 85556-1 Concentrate 85556-2 Ready to Use
Product Base	Plant-Based	Ammonium/Alcohol-Based	Ammonium/Alcohol-Based	Water-based
Active Ingredient(s)	Thymol	Quaternary ammonium; Ethanol (Ethyl alcohol)	Quaternary ammonium; Ethanol (Ethyl alcohol)	3- (trihydroxysilyl) propyldimethyloctadecyl ammonium chloride
Contact Time	4-mins ¹	2-Mins	2-Mins	n/a
Emerging Viral Pathogen Claim	Yes	Yes	Yes	n/a Odor Causing Bacteria
Disinfection Directions & Prep:	Norovirus	SARS-CoV-2	SARS-CoV-2	Remove children and pets from treated area
Use Site	Healthcare; Institutional; Residential	Healthcare; Institutional; Residential	Healthcare; Institutional; Residential	Commercial and industrial uses
Surface Type	Hard Nonporous (HN); Food Contact No Rinse (FCNR)	Hard Nonporous (HN); Food Contact Post-Rinse Required (FCR)	Hard Nonporous (HN)	
Optional Extended Surface Protection	Up to 14-Days w/Surface Cleaner & Sealant w/Citric Acid added to the Thymol-based product	n/a	n/a	Up to 90-Days
Comments	¹ COVID-19 Kill Claim Filing = Complete Test = Complete Approval= Complete Admin=In Process	None	None	This microbiostatic agent is toxic to fish. Do not discharge effluent containing this product into lakes, streams, ponds, estuaries, oceans, or other waters unless in accordance with the requirements of a National Pollutant Discharge Elimination System (NPDES) permit and the permitting authority has been notified in writing prior to discharge. Do not discharge effluent containing this product to sewer systems without previously notifying the local sewage treatment plant authority.

Industry Feedback re: “Silver Bullets re: Extended Surface Protection”

Recent inquiry before a Restoration Industry Panel of Experts (RIA & IICRC Member Companies)

Question asked of panel members: “Has there been a legitimately validated “Extended Protection” product introduced to the market or identified among existing products which is capable of providing a longer lasting affect than a “sealer w/Citric Acid (estimated at up to 14-days” and if so, what is the maximum duration and what is/are the key/active ingredient(s)? Note: Here in ATL we have directly heard from a competitor (as your panel has referred to as a “spray and pray company”) that they use a product delivering 90-days up to 6-months of protection against coronavirus after the initial application.”

Responses:

Essentially, if it is a US EPA Registered N List Product, the Extended Protection is technically protecting the surface not an individual touching the surface. By design these are truly intended only to keep the virus from propagating, proliferating, or replicating on the surface, NOT to protect the person touching the surface from contracting the virus.

Michael Pinto, WonderMakers Environmental

“Many of these Spray and Pray companies are not using Proper Wiping Techniques, Electrostatic Sprayers for more uniform or complete coverage of product, and certainly are’nt following industry recommendations in their marketing about using words like “Disinfect”, “Sanitize”, and “Guarantee”...No, there is no Silver Bullet that has hit the market.”

Sam Simon, ServiceMaster

NOTE: Further investigation and Competitive Intelligence and Research shows that a competitor in the Atlanta metro-area is advertising a 90 Day Extended Surface Protection Guarantee for COVID-19 based on a product that isn’t on the US EPA N-List and which isn’t designed to and doesn’t claim to kill viruses... it is a Fabric Protection Product (similar to Scotchgard) with a Mold/Mildew inhibitor additive. **It does not protect against COVID-19.**

COVID-19 - Equipment and Chemical Specs

1. **Question:** What is the US EPA “N List” Registration Number of the Disinfectant?

Response: The US EPA Registration number is: [87742-1](#)

It can be searched at:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

2. **Question:** What is the effectiveness of the disinfectant and the duration of the protection provided by the optional sealant and what additional Information is available about the Disinfectant and the Sealant?

Response: The US EPA Registered disinfectant carries a Kill Claim at 99.99% for emerging viruses with a 4-minute dwell time and the optional Sealant product information specifically states: “Laboratory tests have shown that surfaces stay protected for over 14 days.” These agents are effective against many existing emerging viral pathogens including:

- COVID-19 (Corona Virus)
- SARS-CoV-2 (Corona 2)
- Listeria monocytogenes
- H1N1 Type A Influenza (Swine Flu)
- HIV-1 AIDS Virus
- Norovirus
- MRSA (Methicillin-resistant Staphylococcus aureus)
- Respiratory Syncytial Virus (sin-SISH-uhl)

Additional product information is available in the SDS forms and on the product website(s):

Disinfectant: <https://bioesquesolutions.com/botanical-disinfectant-solution/>

Sealer: <https://bioesquesolutions.com/botanical-surface-cleaner-sealant/>

3. **Question:** What specifications can be provided for the Electrostatic Sprayers used by Full Circle Including capacity, dispersion rate or droplet size, etc.?

Response: Sprayer specifications have been provided for both, our larger sprayer(s), and smaller/more portable sprayers. Project specific Scope and Environment determines the specific type of sprayer(s) used for each project. Additionally, here is a link to an

FCR project-oriented video on Youtube.com

(<https://www.youtube.com/watch?v=bhINo-SFK5o&t=0s>) and another link which provides

clear and easy to understand perspective into the effectiveness of electrostatic sprayers

(<https://youtu.be/LAEGkaqKZhQ>) and the US EPA

document “*Evaluation of Electrostatic Sprayers*

for Use in a Personnel Decontamination Line

Protocol for Biological Contamination Incident

Response Operations”

https://cfpub.epa.gov/si/si_public_file_download.cfm?p_download_id=537132&Lab=NHSRC) published

by the US EPA demonstrates the differences in performance and effectiveness between pressurized backpack sprayers and the more efficient chemical use by electrostatic sprayers, especially in “liquid waste generation” and “viable spore run-off” (refer to pages ES-2, ES-3 & 28-30).

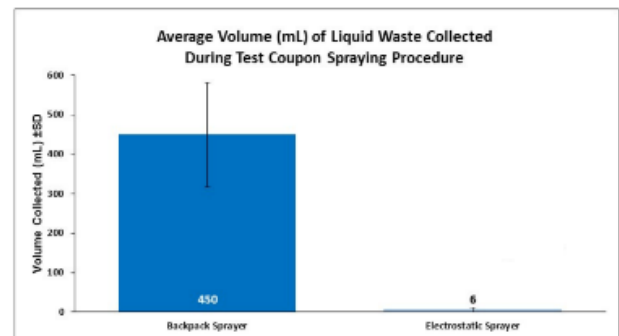


Figure 6-6. Average Volume of Liquid Waste Generated during Spraying

Electrostatic Sprayer Specifications:

Small / Portable Unit(s)

- Environmentally friendly, Hand-held/portable, reliable, user-friendly and efficient
- Less time = Less chemical = Less cost: Average Hotel Room-sized Room Initial/Single Treatment in about 1-Minute
- Operational design with more than 3-decades of proven performance uses a high-performance air flow blower/motor atomizes and circulates spray efficiently and effectively via 3 high flow atomizing nozzles
- Electrostatic system efficiently charges droplets for uniform surface coverage

Large Unit(s):

- Main tank holds enough mix for 1.5 hours of spraying
- Electricity required 110v
- Standard hose length 25 ft. (7.6 m.) & Optional 50-ft. (15.24 m.) hose
- Maximum hose length 75 ft. (22.9 m.)
- Weight empty 105 lbs. (47.6 kg.)
- Weight full 130 lbs. (59 kg.)
- Main tank capacity 3 gal. (11.4 ltr.)
- Dimensions 42" H x 18" W x 24" L
- Air Line Pressure 30 PSI (2.11 kg./cm²)
- Tank Pressure 12 – 15 PSI (0.84 – 1.05 kg./cm²)
- Flow rate 2 gal./hr. (7.57 ltr./hr.)
- Drop size 40 microns
- Spray range 8 to 12 ft. (2.4 to 3.7 m.)

Need Additional Information?

In this document we have attempted to provide the information requested most frequently by our Commercial, Institutional, Industrial, Healthcare, Senior Living and Municipal/Governmental customers, as well as valuable supplemental information which should serve well to help you communicate with others within your organization to help your team make a more educated and wise decision for your given circumstances regarding the cleaning process and associated technology.

In the event you should require any additional information, please reach out to us at: 770-232-9797.

After The Disaster - Prevention and Best Practices

Best Practices, Common Safety Protocols & Notes regarding Regulatory Compliance

Prevention & Protection & Best Practices

The following pages reflect general information regarding Best Practices for the period just after an incident and in certain scenarios as things are unfolding including Best Practices for Post-Incident in the event of:

- Water Damage
- Fire, Smoke & Soot Damage
- Storm Damage
- Mold – Lead – Asbestos Discovery
- Hazmat Spill
- Biohazard – Trauma – Crime Scene
- Natural Disaster (Severe Storm, Tornado, & Earthquake)

The information contained focuses on:

- Prevention & Protection – Best Practices
- Contaminated Material & Waste Disposal
- PPE/Associate Protection
- Credentials, Certification, & Training

Prevention Best Practices:	
Practice... Practice... Practice	<ul style="list-style-type: none"> • Family & Company/Facility Fire Drills • Employee Emergency Response Drills
Evaluate Risk to Adjacent Buildings or Complexes	<ul style="list-style-type: none"> • Make a deal with neighboring complexes regarding mutual notification
	<ul style="list-style-type: none"> • Ensure Fire Sprinkler Systems & Fire Extinguishers are fully charged/maintained
	<ul style="list-style-type: none"> • Ensure First Aid Kits are maintained
	<ul style="list-style-type: none"> • Ensure Lock-out / Tag-out is solidly in place when working around Energized Systems/Equipment

Protection Checklist:

Ensure appropriate PPE (Personal Protective Equipment) is readily available and in good working order.

<input type="checkbox"/> Respiratory Protection:	N-95 Mask
<input type="checkbox"/> Eye Protection:	Safety Goggles/Glasses/Full Face Poly Shield
<input type="checkbox"/> Hand Protection	Poly Gloves & Work Gloves
<input type="checkbox"/> Head & Overhead Protection for Work Sites	<ul style="list-style-type: none"> • Hardhat • Scaffolding/Netting - protect from falling objects
<input type="checkbox"/> Foot Protection:	Boots with Steel Toes
<input type="checkbox"/> Hearing Protection	Foam Inserts or Muffs
<input type="checkbox"/> Lifting Protection	Back-Brace
<input type="checkbox"/> Fall Protection/Working from Heights	Harness & Shock Absorbing Lanyard

Full Circle's Team is comprised of Mitigation, Remediation & Abatement Professionals and our staff members receive safety and protocol training for a variety of hazards. Don't open your organization to unnecessary liability or put yourself, coworkers, tenants or guests at risk... **Call Full Circle at: 770-232-9797.**



*Professional, Uniformed, Trained
& Certified*



*Credentials, Certification, Training & Program
Acceptance from reputable industry sources*

CAT 1-2-3 Water/Sewage Projects

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Water Damage
Announcement/Code:	"Engineering Contact Service Desk"
Key Contact(s):	<input type="checkbox"/> Business Manager/Administrator <input type="checkbox"/> On-call Engineer/Facilities Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Step Immediate Action by Responsibility	
Business or Property Manager/Administrator	
	<ul style="list-style-type: none"> • Identify issue(s) • Identify affected area(s)/location(s) • Ensure safety - of all persons in the affected area(s) and adjacent area(s) • Identify Energized Systems/Equipment – Consider Back-up Generator(s) • Develop a plan - with Engineering after determining extent of damage • Identify Priorities – Consider situations where health and safety would be affected • Consider Severity & Risks • Consider Potential Duration & Downtime • Use PPE – required or recommended by OSHA or other regulatory/industry accepted body • Assign Actions - to appropriate personnel • Contact Utility - Notify appropriate utility company and obtain Confirmation # and ETA • Notify all Parties - including tenants, customers, patients, visitors, faculty/staff/students, other associates/parties and building owner • Provide Updates – to all affected parties • Document Time – Employees/Management spend assisting directly with the loss (in the event of potential insurance claim related expense reimbursement) • Document Downtime – In the event of potential insurance claim related expense reimbursement – Business Interruption) • Photo Document – Any and all physical damage to facility / systems / equipment / furniture / documents / personal and other property • Consider calling Full Circle Restoration at: 770-232-9797

Maintenance/Engineer/Facilities Manager
<ul style="list-style-type: none"> • Call 911 - If danger exists, evacuate all persons <u>from the immediate affected area(s) and adjacent area(s)</u> to an alternate or previously designated location • Identify Evacuation Routes – use if necessary/safe • Identify Fire Extinguisher Location(s) – use if necessary/safe • Call Regional Manager or VP - if Property Manager is not able to • Notify Rest of Maintenance Team – provide location(s) & nature of incident • Coordinate with Property Manager/Administrator (if Manager/Administrator is unavailable) • Consider calling Full Circle Restoration at: 770-232-9797
Security or Assigned Department/Floor Leader
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Administrative & Operational Personnel
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NOTE: CAT 2 & CAT 3 Water Damages may present health risks. Sewage Back-ups may carry dangerous bacteria and other hazardous elements. Full Circle's Team is comprised of Mitigation, Remediation & Abatement Professionals and our staff members receive safety and protocol training for a variety of hazards. Don't open your organization to unnecessary liability or put yourself, coworkers, tenants or guests at risk... **Call Full Circle at: 770-232-9797.**

NOTICE: Possible Regulatory Compliance Issues - Contaminated Material & Waste Disposal:

- Affected building materials being removed are removed to a dumpster sometimes in bags &/or Double Bagged dependent upon the environment (e.g. – Healthcare, Assisted Living, High-Tech & other sensitive environments).
- Waste water is evaluated for possible content and is either disposed of via a sewage appropriate system or transported under approved US Department of Transportation (DOT) standards with signed manifests in place for tracking & delivered to an approved location to be disposed of via proper facilities dependent upon the material being destroyed/disposed of.
- For spills refer to the Confidential & Proprietary information contained in FCR's SPCC (Spill Prevention Control & Countermeasure Plan) in the Appendix of this document.

PPE/Associate Protection:

- Immunization (Hepatitis/Tetanus) required of all associates working in Hazmat/biohazard environments
- FCR technicians and management are fully equipped with the proper personal protective equipment for:
 - Head
 - Eyes
 - Ears (where necessary)
 - Hands
 - Body
 - Respiratory

Credentials, Certification, & Training

Our firm and team members follow industry accepted protocols and our affiliations, credentials, professional designations, memberships, certification and training experiences are quite comprehensive and inclusive of professional organizations and vendor due diligence/compliance clearinghouses including:

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Each Hazmat, Trauma/Crime Scene & Bio-Hazard Project is supervised by an IICRC, OSHA Trained/Certified Project Manager

Fire/Smoke/Soot Projects

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Fire-Smoke-Soot Damage
Key Contact(s) to Notify / Keep in the Loop:	<input type="checkbox"/> Call 911 <input type="checkbox"/> Regional Mgr. &/or VP <input type="checkbox"/> Property Mgr./Business Administrator <input type="checkbox"/> On-call Maintenance /Facilities Mgr. <input type="checkbox"/> Corporate Risk Manager <input type="checkbox"/> Insurance Carrier & Broker/Agent <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Immediate Action by Role & Responsibility

Business Manager or Property Manager/Administrator

- **Call 911** - If danger exists, evacuate all persons from the immediate affected area(s) and adjacent area(s) to an alternate or previously designated location
- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP**
- **Notify Maintenance Team** – provide location(s) & nature of incident
- **Identify issue(s) & affected area(s)/location(s)**
- **Ensure safety** - of all persons in the affected area(s) and adjacent area(s)
- **Regional will Contact: Full Circle Restoration at: 770-232-9797**
- **Identify Energized/Pressurized Systems/Equipment** – Remember Back-up Generator(s)
- **Do Not Shut Off Water** until instructed by highest ranking on-site Fire Dept. Official
- **Do not touch electrical panels** – Use Main Switch to de-energize system if necessary
- **Do not move anything in affected area** - it is evidence for fire investigators
- **Wait for FD/FCR before contacting Utilities** – then, obtain Confirmation # & ETA
- **Protect Security Video Cameras/Systems** - for fire investigation
- **Develop a plan** – with **Maintenance** after determining extent of damage
- **Consider displaced tenant/pet relocation needs** - ID available vacancies – If no vacancies available, contact American Red Cross: (404) 876-3302 or The Salvation Army: (404) 486-2700
- **Identify Priorities** – Consider situations where health and safety would be affected
- **Consider Severity & Risks**
- **Consider Potential Duration**
- **Use PPE** – required or recommended by OSHA or other regulatory/industry accepted body
- **Assign Actions** - to appropriate personnel based on capability
- **Notify all Parties** – including tenants, customers, patients, visitors, faculty/staff/students, other associates/parties, corporate risk manager, insurance agent, and building owner
- **Provide updates** – to all affected parties
- **Document any/all Time** – Employees/Management spend assisting directly with the loss (in the event of potential insurance claim related expense reimbursement)
- **Document all Downtime** – In the event of potential insurance claim related expense reimbursement – Business Interruption)
- **Photo Document** – Any and all physical damage to facility / systems / equipment / furniture / documents / personal and other property – Photograph (do not touch) electric panel switches
- **Consider calling Full Circle Restoration at: 770-232-9797**

Maintenance/Engineer/Facilities Manager

- **Call 911 - If danger exists**, evacuate all persons **from the immediate affected area(s) and adjacent area(s)** to an alternate or previously designated location
- **Identify Evacuation Routes** – use if necessary/safe
- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP** - if Property Manager is not able to
- **Notify Rest of Maintenance Team** – provide location(s) & nature of incident
- **Coordinate with Property Manager/Administrator** (if Manager/Administrator is unavailable)
- **Consider calling Full Circle Restoration at: 770-232-9797**

Security or Assigned Department/Floor Leader

- **Call 911 - If danger exists**, evacuate all persons **from the immediate affected area(s) and adjacent area(s)** to an alternate or previously designated location
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- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP**
- **Notify Maintenance Team** – provide location(s) & nature of incident
- **Wait for Manager/Administrator** - to provide further direction(s)
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Administrative & Operational Personnel

- **Call 911 - If danger exists**, evacuate all persons **from the immediate affected area(s) and adjacent area(s)** to an alternate or previously designated location
- **Identify Evacuation Routes** – use if necessary/safe
- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP**
- **Notify Property Manager, Engineering/Maintenance Team & Security** – provide location(s) & nature of incident
- **Wait for Manager/Administrator** - to provide further direction(s)
- **Consider calling Full Circle Restoration at: 770-232-9797**

NOTE: Fire Damage causes clean water used to extinguish the fire to convert to CAT 2 & CAT 3 Water Damage and may present health risks. This, combined with potential Sewage contamination due to melted drain pipes may carry dangerous bacteria and other hazardous elements. Full Circle's Team is comprised of Mitigation, Remediation & Abatement Professionals and our staff members receive safety and protocol training for a variety of hazards. Don't open your organization to unnecessary liability or put yourself, coworkers, tenants or guests at risk... **Call Full Circle at: 770-232-9797.**

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PPE/Associate Protection:

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Storm Damage

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Storm Damage
Announcement/Code:	"Engineering Contact Service Desk"
Key Contact(s):	<input type="checkbox"/> Business Manager/Administrator <input type="checkbox"/> On-call Engineer/Facilities Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Step Immediate Action by Responsibility	
Business or Property Manager/Administrator	
	<ul style="list-style-type: none"> • Identify issue(s) • Identify affected area(s)/location(s) • Ensure safety - of all persons in the affected area(s) and adjacent area(s) • Identify Energized Systems/Equipment – Consider Back-up Generator(s) • Develop a plan - with Engineering after determining extent of damage • Identify Priorities – Consider situations where health and safety would be affected • Consider Severity & Risks • Consider Potential Duration • Use PPE – required or recommended by OSHA or other regulatory/industry accepted body • Assign actions - to appropriate personnel • Contact Utility - Notify appropriate utility company and obtain Confirmation # and ETA • Notify all Parties - including tenants, customers, patients, visitors, faculty/staff/students, other associates/parties and building owner • Provide updates – to all affected parties • Document Time – Employees/Management spend assisting directly with the loss (in the event of potential insurance claim related expense reimbursement) • Document Downtime – In the event of potential insurance claim related expense reimbursement – Business Interruption) • Photo Document – Any and all physical damage to facility / systems / equipment / furniture / documents / personal and other property

Maintenance/Engineer/Facilities Manager

- **Call 911 - If danger exists, evacuate all persons from the immediate affected area(s) and adjacent area(s) to an alternate or previously designated location**
- **Identify Evacuation Routes** – use if necessary/safe
- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP** - if Property Manager is not able to
- **Notify Rest of Maintenance Team** – provide location(s) & nature of incident
- **Coordinate with Property Manager/Administrator** (if Manager/Administrator is unavailable)
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Administrative & Operational Personnel

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- **Wait for Manager/Administrator** - to provide further direction(s)
- **Regional will Contact: Full Circle Restoration at: 770-232-9797**

NOTE: Storm Damage can cause clean water leaks or water used to extinguish fire to convert to CAT 2 & CAT 3 Water Damage and may present health risks. This, combined with potential Sewage contamination due to damaged or melted drain pipes may carry dangerous bacteria and other hazardous elements. Full Circle's Team is comprised of Mitigation, Remediation & Abatement Professionals and our staff members receive safety and protocol training for a variety of hazards. Don't open your organization to unnecessary liability or put yourself, coworkers, tenants or guests at risk... **Call Full Circle at: 770-232-9797.**

In the Event of a Tornado

1. Move to either a tornado shelter or go to the lowest part of the building/lowest floor, small center room (like a bathroom or closet), under a stairwell, or in an interior hallway with no windows. Crouch as low as possible to the floor, facing down; and cover your head with your hands.
2. Stay inside.
 - a. Stay away from windows, doors and mirrors.
 - b. Watch out for falling debris.
 - c. Either crawl under a table or desk, sit or stand against an inside wall away from windows, **or stand inside a strong doorway.**

In the Event of an Earthquake

1. If a tremor strikes when you are inside:
 - Stay inside. Watch out for falling debris. Stay away from windows and mirrors.
 - Either crawl under a table or desk, sit or stand against an inside wall away from windows, **or stand inside a strong doorway.**
2. After the tremor is over:
 - Check for injured people. Do not move seriously injured people unless they are in immediate danger.
 - If you think the building has been damaged, evacuate. After-shocks can level severely damaged buildings.
 - Do not use the telephone except to report an emergency. If an emergency call is necessary, dial [911](#) and report the situation to the [911](#) dispatcher. Be sure to give your name, company name, department, office/room number, telephone number & extension or describe your location if you don't have specifics.
 - Do not use plumbing or anything electrical (including elevators) until after the utility and electrical lines have been checked.
 - Open doors carefully, watching for objects that may fall.
 - Do not use matches or lighters. Watch for fires that may have started.
 - Be prepared for additional after-shocks.
3. Emergency Responders and Plant Operations personnel will inspect all damage from the earthquake and determine priority and extent of repair work needed.

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Hazmat-Chemical Spill

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Hazmat Spill
Announcement/Code:	"Engineering Contact Service Desk"
Key Contact(s):	<input type="checkbox"/> Business Manager/Administrator <input type="checkbox"/> On-call Engineer/Facilities Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Step Immediate Action by Responsibility	
Business or Property Manager/Administrator	
	<ul style="list-style-type: none"> • Identify issue(s) • Identify affected area(s)/location(s) • Ensure safety - of all persons in the affected area(s) and adjacent area(s) • Identify Energized Systems/Equipment – Consider Back-up Generator(s) • Develop a plan - with Engineering after determining extent of damage • Identify Priorities – Consider situations where health and safety would be affected • Consider Severity & Risks • Consider Potential Duration • Use PPE – required or recommended by OSHA or other regulatory/industry accepted body • Assign actions - to appropriate personnel • Contact Utility - Notify appropriate utility company and obtain Confirmation # and ETA • Notify all Parties - including tenants, customers, patients, visitors, faculty/staff/students, other associates/parties and building owner • Provide updates – to all affected parties • Document Time – Employees/Management spend assisting directly with the loss (in the event of potential insurance claim related expense reimbursement) • Document Downtime – In the event of potential insurance claim related expense reimbursement – Business Interruption) • Photo Document – Any and all physical damage to facility / systems / equipment / furniture / documents / personal and other property

Maintenance/Engineer/Facilities Manager

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Chemical Decontamination Chart

The following table highlights specific considerations when assessing situations involving chemical contamination. **Please notify authorities when appropriate then, call Full Circle.**

Type of Chemical Agent	Symptoms of Exposure	Decontamination
Corrosive <ul style="list-style-type: none"> Acids Alkaline (Caustic, Bases) 	<ul style="list-style-type: none"> Chemical burns Tissue damage Sloughing of skin Respiratory irritation Eye and mucous membrane irritation/damage 	<ul style="list-style-type: none"> Remove clothing, if contaminated. Wash residual agent from skin with copious amounts of water. If patient is ambulatory and conscious, have patient self-cleanse using decontamination shower facility.
Organic Solvents <ul style="list-style-type: none"> Xylene Toluene Alcohol Phenol MEK 	<ul style="list-style-type: none"> Possible chemical burns and skin damage Eye and mucous membrane irritation Pulmonary irritation Dizziness 	<ul style="list-style-type: none"> Remove clothing, if contaminated. Wash residual agent from skin with copious amounts of water. If patient is ambulatory and conscious, have patient self-cleanse using decontamination shower facility.
Vesicants <ul style="list-style-type: none"> Chemotherapy Drugs Nitrogen Mustard Sulfur Mustard 	<ul style="list-style-type: none"> Vesicles and blisters Sloughing of skin Respiratory distress Temporary blindness Nausea and vomiting 	<ul style="list-style-type: none"> Remove clothing, if contaminated. Wash residual agent from skin with copious amounts of water. If patient is ambulatory and conscious, have patient self-cleanse using decontamination shower facility.
Toxic Substances <ul style="list-style-type: none"> Formaldehyde Glutaraldehyde Chemotherapy Drugs 	<ul style="list-style-type: none"> Pulmonary irritation Eye irritation Mucous membrane irritation Shortness of breath Dizziness Nausea 	<ul style="list-style-type: none"> Fully decontaminate with water. Remove clothing and jewelry to preclude secondary chemical exposure to healthcare workers, due to vapor off gassing.
Lacrimators Tear producing chemicals, such as pepper spray and tear gas.	<ul style="list-style-type: none"> Severe eye and mucous membrane irritation 	<ul style="list-style-type: none"> Flush eyes with copious amounts of sterile water or saline solution.
Nerve Agents <ul style="list-style-type: none"> Organophosphates and carbonates Pesticides Tabun Sarin 	<ul style="list-style-type: none"> Nerve agent chemicals generally produce the biological inhibition of enzyme AChE and the accumulation of neurotransmitter ACh, causing hyperactivity in organs Seizures Loss of consciousness Fatigue Memory loss Tacharrhythmias Muscle twitching, weakness Flaccid paralysis 	<ul style="list-style-type: none"> Fully decontaminate with soap and water. Remove clothing and jewelry to preclude secondary chemical exposure to healthcare workers, due to vapor off gassing.

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Microbial Growth/Mold Projects

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Mold-Lead-Asbestos Discovery
Announcement/Code:	"Engineering Contact Service Desk"
Key Contact(s):	<input type="checkbox"/> Business Manager/Administrator <input type="checkbox"/> On-call Engineer/Facilities Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Step Immediate Action by Responsibility	
Business or Property Manager/Administrator	
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NOTICE: Possible Regulatory Compliance Issues - Microbial Growth / Mold Contaminated Material & Waste Disposal:

- Affected building materials being removed are removed to a dumpster sometimes in bags &/or Double Bagged dependent upon the environment (e.g. – Healthcare, Assisted Living, High-Tech & other sensitive environments).

PPE/Associate Protection:

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Lead & Asbestos Projects

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Lead-Asbestos Discovery
Announcement/Code:	"Engineering Contact Service Desk"
Key Contact(s):	<input type="checkbox"/> Business Manager/Administrator <input type="checkbox"/> On-call Engineer/Facilities Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Step Immediate Action by Responsibility	
Business or Property Manager/Administrator	
	<ul style="list-style-type: none"> • Identify issue(s) • Identify affected area(s)/location(s) • Ensure safety - of all persons in the affected area(s) and adjacent area(s) • Identify Energized Systems/Equipment – Consider Back-up Generator(s) • Develop a plan - with Engineering after determining extent of damage • Identify Priorities – Consider situations where health and safety would be affected • Consider Severity & Risks • Consider Potential Duration • Use PPE – required or recommended by OSHA or other regulatory/industry accepted body • Assign actions - to appropriate personnel • Contact Utility - Notify appropriate utility company and obtain Confirmation # and ETA • Notify all Parties - including tenants, customers, patients, visitors, faculty/staff/students, other associates/parties and building owner • Provide updates – to all affected parties • Document Time – Employees/Management spend assisting directly with the loss (in the event of potential insurance claim related expense reimbursement) • Document Downtime – In the event of potential insurance claim related expense reimbursement – Business Interruption) • Photo Document – Any and all physical damage to facility / systems / equipment / furniture / documents / personal and other property

Maintenance/Engineer/Facilities Manager

- **Call 911** - If danger exists, evacuate all persons from the immediate affected area(s) and adjacent area(s) to an alternate or previously designated location
- **Identify Evacuation Routes** – use if necessary/safe
- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP** - if Property Manager is not able to
- **Notify Rest of Maintenance Team** – provide location(s) & nature of incident
- **Coordinate with Property Manager/Administrator** (if Manager/Administrator is unavailable)
- **Regional will Contact: Full Circle Restoration at: 770-232-9797**

Security or Assigned Department/Floor Leader

- **Call 911** - If danger exists, evacuate all persons from the immediate affected area(s) and adjacent area(s) to an alternate or previously designated location
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- **Regional will Contact: Full Circle Restoration at: 770-232-9797**

Administrative & Operational Personnel

- **Call 911** - If danger exists, evacuate all persons from the immediate affected area(s) and adjacent area(s) to an alternate or previously designated location
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- **Identify Fire Extinguisher Location(s)** – use if necessary/safe
- **Call Regional Manager or VP**
- **Notify Property Manager, Engineering/Maintenance Team & Security** – provide location(s) & nature of incident
- **Wait for Manager/Administrator** - to provide further direction(s)
- **Regional will Contact: Full Circle Restoration at: 770-232-9797**

Note: Lead & Asbestos are **regulated hazardous materials. Do not disturb them.**

Full Circle's Team is comprised of Mitigation, Remediation & Abatement Professionals and our staff members receive safety and protocol training for a variety of hazards. Don't open your organization to unnecessary liability or put yourself, coworkers, tenants or guests at risk... **Call Full Circle at: 770-232-9797.**

NOTICE: Regulatory Compliance Issues - Lead Contaminated Material & Waste Disposal:

- Affected building materials being removed are removed to a dumpster sometimes in bags &/or Double Bagged dependent upon the environment (e.g. – Healthcare, Assisted Living, High-Tech & other sensitive environments).

Asbestos Contaminated Material & Waste Disposal:

- Full Circle Restoration is a State of Georgia Licensed General Contractor with multiple license holders on staff and subcontracts Asbestos work to Certified, Trained, Licensed and Insured firms for asbestos projects. Full Circle follows applicable State of Georgia and US EPA Asbestos Regulations and Limits regarding Asbestos Abatement and Notification.

PPE/Associate Protection:

- Immunization (Hepatitis/Tetanus) required of all associates working in Hazmat/biohazard environments
- FCR technicians and management are fully equipped with the proper personal protective equipment for:
 - Head
 - Eyes
 - Ears (where necessary)
 - Hands
 - Body
 - Respiratory

Protocols, Credentials, Certification, & Training

Full Circle Restoration is an EPA Lead-Safe Certified and Approved Firm (US EPA Certification Number NAT-55704-1).

Our firm and team members follow industry accepted protocols and our affiliations, credentials, professional designations, memberships, certification and training experiences are quite comprehensive and inclusive of professional organizations and vendor due diligence/compliance clearinghouses including:

- Institute of Inspection, Cleaning, and Restoration Certification (IICRC)
- Restoration Industry Association (RIA) - formerly Association of Specialists in Cleaning and Restoration (ASCR)
- Occupational Safety and Health Administration (OSHA)
- Each Hazmat, Trauma/Crime Scene & Biohazard Project is supervised by an IICRC, RIA, OSHA or other Professional Organization or Agency Trained/Certified Project Manager or Superintendent

Biohazard/Trauma-Scene Projects

Protocols, Credentials, & Regulatory Compliance

Event:	Facilities Emergency
Incident Type:	Biohazard/Trauma/Crime Scene
Announcement/Code:	"Engineering Contact Service Desk"
Key Contact(s):	<input type="checkbox"/> Business Manager/Administrator <input type="checkbox"/> On-call Engineer/Facilities Manager <input type="checkbox"/> Building Owner <input type="checkbox"/> Full Circle Restoration: 770-232-9797

Step Immediate Action by Responsibility	
Business or Property Manager/Administrator	
	<ul style="list-style-type: none"> • Identify issue(s) • Identify affected area(s)/location(s) • Ensure safety - of all persons in the affected area(s) and adjacent area(s) • Identify Energized Systems/Equipment – Consider Back-up Generator(s) • Develop a plan - with Engineering after determining extent of damage • Identify Priorities – Consider situations where health and safety would be affected • Consider Severity & Risks • Consider Potential Duration • Use PPE – required or recommended by OSHA or other regulatory/industry accepted body • Assign actions - to appropriate personnel • Contact Utility - Notify appropriate utility company and obtain Confirmation # and ETA • Notify all Parties - including tenants, customers, patients, visitors, faculty/staff/students, other associates/parties and building owner • Provide updates – to all affected parties • Document Time – Employees/Management spend assisting directly with the loss (in the event of potential insurance claim related expense reimbursement) • Document Downtime – In the event of potential insurance claim related expense reimbursement – Business Interruption) • Photo Document – Any and all physical damage to facility / systems / equipment / furniture / documents / personal and other property

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Note: Biohazards and Trauma Scenes create unique and potentially dangerous situations. Sometimes the hazard is not obvious and attempting to clean using common cleaning methods without taking into account the proper and appropriate considerations and protection may result in unintended consequences or tragedy. Full Circle's Team is comprised of Mitigation, Remediation & Abatement Professionals and our staff members receive safety and protocol training for a variety of hazards. Don't open your organization to unnecessary liability or put yourself, coworkers, tenants or guests at risk... **Call Full Circle at: 770-232-9797.**

Contaminated Material & Waste Disposal:

- Affected materials being removed are sealed in specially marked Bio-Hazard bags
- Bags are placed in specially marked boxes away from all other materials, humans, & animals
- Boxes are removed from the refrigerated storage area & picked up by one of our pre-approved disposal vendors, in many cases, Stericycle, Inc.
- Waste is taken away under approved US Department of Transportation (DOT) standards & delivered to an approved location to be incinerated

PPE/Associate Protection:

- Immunization (Hepatitis/Tetanus) required of all associates working in Hazmat/biohazard environments
- FCR technicians and management are fully equipped with the proper personal protective equipment for:
 - Head
 - Eyes
 - Ears (where necessary)
 - Hands
 - Body
 - Respiratory

Credentials, Certification, & Training

Our firm and team members follow industry accepted protocols and our affiliations, credentials, professional designations, memberships, certification and training experiences are quite comprehensive and inclusive of professional organizations and vendor due diligence/compliance clearinghouses including:

- Institute of Inspection, Cleaning, and Restoration Certification (IICRC)
- American Bio-Recovery Association (ABRA)
- Restoration Industry Association (RIA) - formerly Association of Specialists in Cleaning and Restoration (ASCR)
- National Institute of Decontamination Specialists (NIDS)
- Occupational Safety and Health Administration (OSHA)
- **NIDS/OSHA Trained & American Bio-Recovery Association Certified** - All affected/contaminated areas are cleaned according to American Bio-Recovery Association (ABRA) specs
- Each Haz-Mat, Trauma/Crime Scene & Biohazard Project is supervised by a NIDS/ABRA, IICRC, RIA, OSHA or other Professional Organization or Agency Trained/Certified Project Manager or Superintendent

Compliance:

Please Note: Full Circle Restoration self-performs all biohazard remediation projects...

Unlike most ATL-based Restoration firms who outsource/subcontract and add additional Profit and Overhead on top of the subcontractor's invoice.

Full Circle is one of a very, very short list of registered firms compliant with GA State DNR/EPD Regulations unlike most Atlanta-area based restoration companies who claim to provide these services...

It doesn't make sense to expose your company or yourself to unnecessary risk and liability... Call a compliant company, reduce risk & save money.

- GA DNR – EPD
 - Blood-borne Pathogens – PBR-067-804 COL (Collection & Transport)
 - Blood-borne Pathogens – PBR-067-803 TS (Transfer Station/Storage)
- US EPA Lead Safe Certification Lead-Safe Certified – NAT-55704-1
- US Department of Transportation (USDOT) compliant

Governmental Emergency Response Programs:

- State of Georgia - Board of Regents – University System of Georgia Disaster Response & Recovery Program
- [State of GA DNR/EPD 24-Hour Emergency Response Contractor October 2014 List](#)
- Fulton County Emergency Response Contract – 2015 / 2016 / 2017
- Cobb County Fire & Emergency Services Disaster Response Program

Insurance Carrier & Preferred Service Provider Programs:

- | | |
|--|---|
| • Crawford Insurance Co. - Contractor Connection | • Tokio Marine Insurance |
| • Hanover Insurance | • Fireman's Fund Insurance |
| • Travelers Insurance | • CNA Insurance |
| • Central Insurance | • Armed Forces Insurance |
| • Auto Owners Insurance | • American National Property & Casualty |
| • Guide One Insurance | • State Auto Insurance |

Links to Additional Info & Resources:

- **American Bio-Recovery Association (ABRA)**
- <http://americanbiorecovery.com/faq.html>



ABRA FAQs:

Q - Can I have an employee of my business clean the scene?

A - Federal Regulation 29CFR1910.1030 states that no employee can be placed in a position to be exposed to blood spills without first:

1. Receiving blood-borne pathogen (BBP) training
2. Having a written BBP exposure control plan
3. Having been provided personal protective equipment
4. Having been offered Hepatitis B vaccine & exposure evaluation & follow-up
5. Being provided with a method to remove & properly store the biohazardous waste in properly marked containers for disposal at an approved site

Only after these five steps have been met can an employee be required by his or her employer to clean a biohazardous/crime scene.

Q - Can't I just use my regular cleaning or janitorial service to clean up blood or pathological waste?

A - You cannot legally shift responsibility for proper remediation to another person. You remain liable for fines & penalties & possible legal actions by employees. You can **IF** you are absolutely positive that your janitorial service is fully compliant with the 5-part OSHA requirement.

- **Occupational Safety & Health Administration (OSHA)**
http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=standards&p_id=10051
- **Stericycle, Inc.** - A leader in medical waste disposal, sharps disposal management, product recalls & retrievals, OSHA compliance programs, pharmaceutical recalls & waste disposal, medical device returns, hazardous waste disposal, hospital waste stream management, mail-back kits, infection-control products & patient communications services.

<http://www.stericycle.com>

CERTIFICATION

- BLOODBORNE PATHOGENS -

Full Circle Restoration & Construction Services, Inc., hereby certifies, that during the normal course of our business in the performance of disaster response, disaster recovery, emergency mitigation services, remediation services, demolition & reconstruction services of trauma-scene, crime-scene, & hazardous environments including: chemical, environmental, & biohazards to dispatch & employ associates that have been trained in & comply with industry accepted protocols & local, state & federal requirements & laws; are subject to background checks, random drug testing, substance abuse monitoring & maintain immunizations.

Our associates have been trained regarding United States of America Occupational Safety & Health Standards (OSHA) Standards - Federal Regulation 29CFR1910.1030 – specifically the 5-Part minimum requirement regarding Toxic & Hazardous Substances - bloodborne pathogens. Project Managers have been American Bio-Recovery Association (ABRA) Trained & Certified.

Part Number: 1910, **Part Title:** Occupational Safety & Health Standards, **Subpart:** Z, **Subpart Title:** Toxic & Hazardous Substances, **Standard Number:** 1910.1030 **Title:** Bloodborne pathogens, **Appendix:** A

















Signed: Orlando Ojeda
Orlando Ojeda, President

Date: March 6th, 2012

Appendix

Environmental Projects

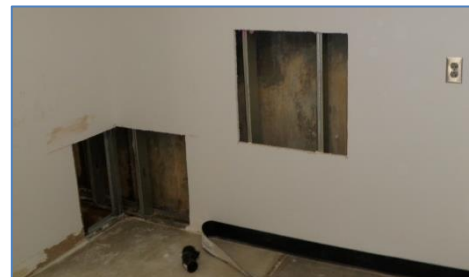
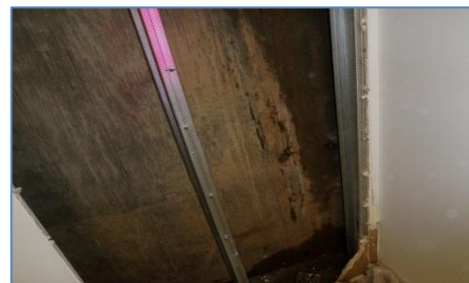
Type Key: A = Aspergillus; C = Cladosporium; P = Penicillium; S = Stachybotrys; O = Other

Click	Type	Client	Environment
 Microbial Growth	A - C - P - O	US CDC	Laboratory Storage Room
Microbial Growth	A - C - P - O	Municipal Gov't Ctr.	General Assembly Hall
Microbial Growth	A - P - O	Municipal Gov't Ctr.	HVAC Chiller & Ducts
Microbial Growth	A - C - P - O	Class A Office Complex	Bank & Offices
Microbial Growth	A - C - P - S - O	Multifamily Complex	Rental Apartments
 Accidental Release	5-Acids Blended	Major ATL University	Academic Laboratory
Accidental Release	Grease Trap Back-up	Major ATL Retail Mall	Food Court
Accidental Release	Grease Trap Back-up	Major ATL Retail Mall	Out Parcel Restaurant
Accidental Release	Hydraulic Oil Spill	General Contractor	Major GA Univ. Project
Accidental Release	Hydraulic Oil Spill	Industrial Complex GC	Major Mfg. Parking Lot
Accidental Release	Fire Extinguisher Vandalism	Health & Fitness Facility	Offices & Exercise Area
 Accidental Release	2,800 Gals. Diesel Fuel Oil	Class A High-rise	Roof-top/Street-level Drains
 Water Damage	1.2mm Gals. CAT 3 Water & 330k Gals. Mud Reclaimed	Major ATL Retail Mall	Electric Switch Gear, Data, Mechanical Room & Storage
 Water Damage	CAT 3 Water	Leading Pump/Riser Mfg.	350,000 SF Mfg. Facility
 Water Damage	CAT 3 / Hurricane Flooding	Major TX Theme Park	Convention, Visitor & IMAX
Biohazard	CAT 3 / Sewage Back-up	Major ATL University	Student Cafeteria Kitchen
Biohazard	CAT 3 / Sewage Back-up	Class A Office High-rise	Restaurant/Cafe Dining
Biohazard	CAT 3 / Sewage Back-up	Municipal Gov't Ctr.	Mayor's Off./Common Areas
Biohazard	CAT 3 / Sewage Back-up	Major ATL Hospital	Operating Rooms
Biohazard	CAT 3 / Sewage Back-up	Major Private ATL University	Healthcare – HIV/AIDs Clinic
Biohazard	Fecal Matter Vandalism	Class A Office	@ 5,000 SF Common Areas
 Biohazard	Murder-Suicide	Class A Office High-rise	Outdoor Café/Break Area
Biohazard	Suicide Attempt	Major ATL University	Dormitory Room
 Biohazard	Suicide Trauma	Single Family Home	Retired NFL Player's Kitchen
Biohazard	Suicide Trauma	Multifamily Complex	Bedroom & Bathroom
 Biohazard	Body Decomposition	Multifamily High-rise	Bedrm & Neighbor's Condo
 Biohazard	Listeria	Commercial Bakery	Baked Goods Production
Biohazard	MRSA	Major ATL University	Men's Athletic Locker Room
Biohazard	Infantigo	Major ATL University	Dormitory Rooms
Biohazard	Pigeon Feces Accumulation	ATL Airport	Passenger Terminals
Healthcare Hazard	Live/Dead Gnat Infestation	Major ATL Hospital	Operating Rooms/HVAC Syst.
Fire Mit./Hazmat	Fire Damage/ Smoke / Soot	Battery Distribution Ctr.	Offices & Warehouse
 Fire Mitigation	Fire Damage/ Smoke / Soot	Commercial Bakery	Baked Goods Production
 Fire Mitigation	Fire Damage/ Smoke / Soot	Healthcare OB/GYN	Entire Office/Clinic
 Fire Mitigation	Fire Damage/ Smoke / Soot	Multifamily	Complex Clubhouse
 Fire Mitigation	Fire Damage/ Smoke / Soot	Multifamily	14 Apartments
Fire Mitigation	Fire Damage/ Smoke / Soot	Municipal Gov't.	Recycle Ctr. Production Area
Fire Mitigation	Fire Damage/ Smoke / Soot	Celebrity Owned Studio	Wardrobe & Studio Areas
Fire Mitigation	Fire Damage/ Smoke / Soot	High-end Lumber Yard	Custom Trim Production Area
Fire Mitigation	Protein Fire Odor/Smoke/Soot	Single Family Home	Multi-Million Dollar Home
Hazmat	Restore/Renovation - Lead	Single Family Home	Whole Home
Hazmat*	Remodel Abatement - ACM	Major ATL Hospital	Patient Care Area
Hazmat*	Mercury Collection	Major ATL University	Academic Laboratory

Governmental Project

Project Profile – US Gov’t Mold Remediation & Restoration

Client(s):	Turner Construction – ET Environmental – U.S. CDC Bldg. #23, Atlanta, GA
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	May 2010 – Mold Remediation – New Construction Environment for a U.S. Gov’t Laboratory Facility – John Chapman, Estimator, FCR
Client or Location Profile:	Turner Construction Co., founded in 1902 - a \$9.0 Billion international construction company based in NYC, NY & owned by German construction company HOCHTIEF, was building a \$365mm Laboratory Facility for the U.S. Centers for Disease Control & Prevention (CDC). FCR was under a contractual agreement to remediate for Turner thru ET Environmental (a 3 rd party environmental mgmt. company and former joint venture partner with Turner) in order to limit any risk of contingent liability relating to microbial growth in this new lab & storage area.
General Scope:	<p>In Bldg. CDC #23 - Laboratory Storage Area (Sub-basement location) Establish containment, install equipment, & perform selective demolition in preparation for Mold Remediation of approx. 3,300 Sq. Ft of surface area & 2,100 Sq. Ft Ceiling & Walls.</p> <p>Turner resolved an outside water source error (2-stories below a “Green Roof” over a tunnel) which backed up to the affected area.</p>
Total Project Cost:	Total Reconstruction Pricing Unknown – Other landscaping & foundation repairs, not included in our scope, were contracted separately/directly and therefore, we do not have this information. Full Circle was utilized for Mold Remediation & interior reconstruction only.
FCR’s Fees:	\$10,012
FCR’s Role:	<p>Mold Remediation & Reconstruction Contractor –</p> <p>In an effort to mitigate risk and limit liability, Turner requested that we contract with their third party environmental company, ET Environmental.</p>



Description & Origin: Due to the timing, nature and location of this project it was handled on an emergency basis, and although mold jobs are seldom emergencies, the sensitivity of this project dictated it be managed as such over the weekend. Thus, a project plan and timeline was immediately prepared and submitted to and approved by ET Environmental.

The FCR Remediation Team commenced activity immediately after the pre-remediation testing by a third-party hygienist, Kevin P O'Brien BAgr (Chem), Senior Industrial Hygienist, Culpepper Group, Inc.

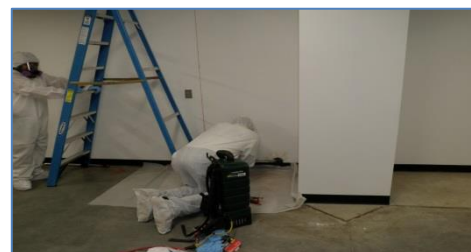
Mr. O'Brien was retained to collect air and surface samples for fungal analysis prior to and again at a later time, post remediation, as well as provide results via written report. Mr. O'Brien collected Post Remediation samples on Saturday, June 19th.



Equipment/Protocol: Remediation was conducted according to the IICRC S520 procedural standard & reference guide for the remediation of mold damaged structures and contents. FCR employed dehumidifiers and air scrubbers to generate negative air pressure and filter air within the contaminated environment throughout the process.



Challenges/Obstacles: Dealing with client schedules while they were traveling on vacation, meeting a very tight timeline during an already full schedule with existing projects and pending jobs, gaining access to the worksite at the CDC is always a challenge, strict security standards, and maintaining proper protocol in an active production area of a new construction environment.



Results: The remediation process conducted June 17th, 2010 through Saturday, June 19th, 2010 was successful according to the test results and lab analysis as reflected in Mr. O'Brien's Hygienist's Report.



True Value & Additional Value: Met a tight deadline met, with successful results in a challenging environment and helping a client limit contingent liability and avoid possible project delays / penalties in a gov't facility associated project.

Key Contact: Tom Beyer, SE Regional Claims Mgr., Turner Construction, (Retired) & Bill Higginbotham, President, ET Environmental Corp.

Institutional Project Profile

Project Profile – University Hazmat – 5-Blended Acids Spill

Client:	Georgia Institute of Technology
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	Oct. 2011 – 2 Separate Accidental Release(s) / Hazmat Containment & Decontamination – Academic Laboratory Dilution Sink – GA Tech Bunger-Henry Chemical Engineering Bldg. – John Chapman, Estimator & Project Mgr., FCR
Client or Location Profile:	Georgia Tech, a public research university in Atlanta, provides a focused, technologically based education to over 21,500 undergraduate & graduate students, is also ranked 7 th of the nation's top 10 public universities by U.S. News and World Report. Degrees are offered through the colleges of Architecture, Computing, Engineering, Sciences, the Scheller College of Business, and the Ivan Allen College of Liberal Arts.
General Scope:	Emergency Mitigation & Hazardous-Material Recovery, Clean-up, Collection, Decontamination, & Repair.
Total Project Cost:	Total Project Pricing Unknown – GA Tech Workers' Comp Claim Associated.
FCR's Fees:	\$2,949
FCR's Role:	Emergency Mitigation, Decontamination & Restoration.
Description & Origin:	Initially, FCR was called in to decontaminate/clean-up after a sizable sulfuric acid spill in a lab due to a dilution sink's reclamation pump valve being defective, FCR followed proper protocols and procedures during remediation and lock-out/tag-out. However, some students later ignored the lock-out/tag-out warnings & postings, by-passed the lock-out system and caused a second spill. With the sink essentially pouring the acid out onto the floor, the vent hood was not effective. Once the spill was discovered by custodial staff (believed to be water), 2-university facilities employees were dispatched to investigate the "leak". Overcome by the resulting noxious vapors, they were sent to the hospital for care and observation.



Description & Origin
(Continued):

The second spill, which had mixed/blended in the cabinet below the sink, then, later spilled onto the floor, consisted of 5 different Acids/Corrosive chemicals (mixed in unknown proportions but at least quickly identified). The chemicals included:

- Hydrochloric Acid
- Hydrofluoric Acid
- Nitric Acid
- Potassium Hydroxide
- Sulfuric Acid

Equipment & Protocol:

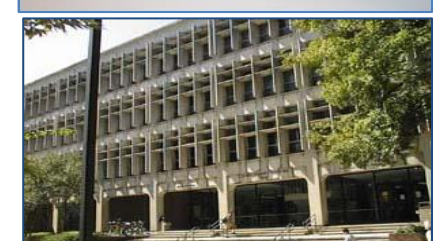
Proper procedures & personal protection were followed for each spill which consisted of FCR donning PPE, Identifying & Containing the Affected Area, Containing the Spill, Reclaiming all remaining acid, Cleaning the entire Area of all material and residue, Identifying the cause & defective component(s) & part(s) needed for repair, following proper Lock-out/Tag-out practices, Tag/Post & Communicate to interested parties that the system was Out-of-Order until repaired, Ordering replacement parts (shipped overnight from Philadelphia) & repairing the pump.

Challenges & Obstacles:

When people consciously decide to ignore posted signs and by-pass safety mechanisms and other precautions as the university students did here, dangerous situations can arise. By removing the caution tape, disregarding the posted signage, accessing, engaging & continuing to use an obviously "labeled defective" dilution system involving dangerous chemicals, the students put other unsuspecting individuals in harm's way. FCR had to mitigate the second spill and investigate the cause of the second spill to ensure there were not multiple issues and defects needing addressed. In this circumstance, 2 university facilities and maintenance staff employees were temporarily impacted, feared seriously harmed, and transported to the Emergency Room because they had been called to survey the area for a "leak", possibly water and were without Proper PPE for the laboratory chemical spill environment.

Results:

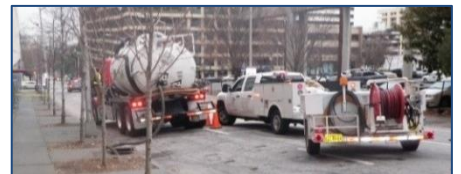
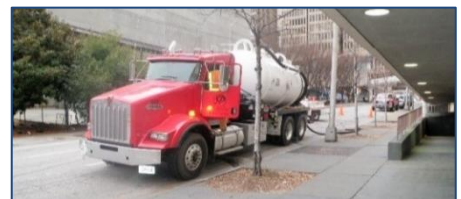
Thankfully, no one was seriously injured by these incidents. The area was put back in service quickly. The hazardous material was successfully captured/reclaimed, the affected area effectively decontaminated, the reclamation pump repaired and the reclaimed material properly disposed of.



Commercial Project

Project Profile – Hazmat – 2,800 Gallon Diesel Oil Spill on Rooftop of a 29-Story Building

Client:	EOLA Capital
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	Jan. 2010 – Hazmat Containment/Decontamination – Rooftop & Street Level Drainage System of Downtown Atlanta High-rise – Peachtree Center - Marquise Tower – John Chapman, Estimator & Project Mgr., FCR
Client or Location Profile:	Marquise One Tower, now owned & operated by Banyan Street Capital, was previously managed by Eola Capital, and is part of Peachtree Center which is comprised of six office towers. In addition to the Marquis I Tower, the complex also consists of North Tower, South Tower, International Tower, Harris Tower, Marquis II Tower, the Mall at Peachtree Center and three parking garages with more than 180 tenants (SunTrust Bank being the largest).
General Scope:	Emergency Mitigation & Hazardous-Material Recovery, Clean-up & Disposal – Rooftop work (32 Stories up – Accessible from the 29 th Floor) Full Circle was utilized for: Containment, Collection, Decontamination, Clean-up, Material Disposal, Indoor Air-scrubbing & Deodorizing
Total Project Cost:	Total Project Pricing Unknown – Oil-based heating system repairs, related plumbing service & roof repairs/ services were not included in our scope. They were contracted separately/directly with a contracted roofing company & therefore, we do not have this information.
FCR's Fees:	\$125,000
FCR's Role:	Emergency mitigation, remediation, and clean-up of roofing system, drainage system, & street-level storm drainage system.
Description & Origin:	Many buildings in the ATL area utilize natural gas for heat until consumer consumption/ demand peaks. Some switch to rooftop-mounted oil heat and diesel generators when the temps drop to levels below 18° F. On this occasion a pressure valve/switching system failed and released over 2800 gallons of hazardous material onto the rooftop and into the storm drainage system at this prominent downtown Atlanta property.



Description & Origin:
(Continued)

Recognizing the severity of the situation Eola Capital called on Full Circle to contain, reclaim, decontaminate & clean-up the hazardous situation. Considering the volume and gravity of the material entering the drainage system, Full Circle first responders felt it prudent to contact the US EPA and GA EPD to ensure that they would sign-off on the collection/disposal protocol. FCR arranged to meet EPA/EPD representatives on-site to survey the situation and FCR's pre-planned process in action attempting to recapture a large amount of the original spill. The EPA was ecstatic that Full Circle contacted them with a situation of this magnitude underway. Full Circle was successful in reclaiming nearly 75% -80% of the spilled material & disposed of it through a state authorized facility with proper transfer manifests.



Equipment & Protocol:

- After mobilizing the FCR EMS Team, alert Strategic Partners that may be called to respond immediately, then, notify US EPA/GA EPD to avoid later criticism/fines/penalties
- Contain **oil using spill control protocol & devices to minimize drainage into rooftop & street-level drainage systems**
- Remove Foam Roof Tile, Double-Bag Tiles
- **Utilize Petro/Bio-remediation Absorbent Media & Degreasers for clean-up**
- **Flush, collect & dispose of contamination from drainage systems**
- **Use Air scrubbers for interior air quality**
- Occurred simultaneously w/a **1.2mm Gallon Water Main Break** at Simon's Lenox Mall
- Working on the rooftop in extreme conditions/ temperature below (18°F) & heavily gusting winds, 32-stories above Atlanta with minimal structure to shield our workers from the powerful wind
- Volume of Contamination (Rooftop to Street)
- Disposal of Rooftop Contamination (Hand-carried double-bagged debris to the Service Elevator & down 29 stories to a truck

Challenges & Obstacles:

Results:

Affected area was successfully extracted, decontaminated & cleaned, enabling roof tile replacement by a contracted roofer.

True Value & Additional Value:
Key Contact:

No fines, impact fees or penalties were imposed by the federal or state environmental agencies.
Marti Blackstock, Eola Capital, (404) 524-3787 or Mike Kotula, Eola Capital, 404-524-3787

Commercial Project

Project Profile – 1.2mm Gallon Water Damage Mitigation

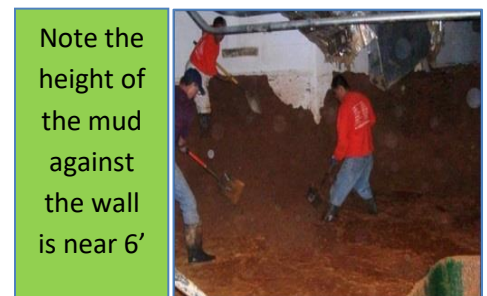
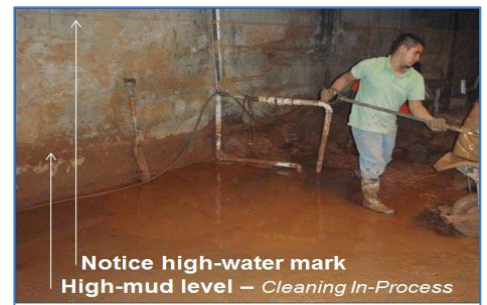
Client(s):	Simon Property Group – Lenox Mall
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	Jan 2010 – Water Damage – Lenox Square Mall Basement – Food Court & Retailer Electrical Switch gear & Food Court Storage Area – Shawn Delgado, Senior Estimator & Senior Project Mgr., FCR
Client or Location Profile:	Simon is the largest real estate company in U.S. w/393 properties & annual sales of \$60 billion (U.S.) and 263 million square feet of gross leasable area North America, Europe & Asia in 77 Regional Malls, 18 Premium Outlets, 13 “Mills” Centers
General Scope:	Water Damage Mitigation in a Retail Mall Basement - Pump & extract up to 1.2 million gallons of water and reclaim up to 336,000+ gallons of red-clay mud from approximately 83,000 SF in a height restricted area which housed the retailer and food court main electrical switch gear and storage. Clean over 1-mile (5,300-linear feet) of muddy walls. Salvage some contents in the mall storage areas.
Total Project Cost:	Total Reconstruction Pricing Unknown – Full Circle was utilized for extraction, clean-up, and drying. Other reconstruction to the water main, the wall, and other repairs were not included in our scope. They were contracted separately/directly and therefore, we do not have this information.
FCR’s Fees:	\$251,000
FCR’s Role:	Primary Goal: Reduce business interruption. Water Damage Mitigation under severe time constraints, effectively extract, dry, dehumidify and clean affected areas, avoid microbial growth, effectively dry the switch gear enabling salvage of existing components or safe replacement.
Description & Origin:	Extensive Business Interruption: Over 50 retailers and food court shut down during their 2 nd busiest month of the year since the electrical switch gear in the basement was filled with mud/water (1 to 6-feet of thick, slippery red Georgia clay). The basement was contaminated and inaccessible. The mud had been displaced by the force of the water during a water main break created a 30-foot diameter crater behind the outside concrete block wall as it broke through.

SIMON
MALLS



Equipment & Protocol:

Mitigation was conducted according to the IICRC S500 procedural standard & reference guide. FCR extracted via tanker trucks, truck mount extractors, and portable extractors. FCR also installed dehumidification equipment - state-of-the-art XL commercial dehumidifiers, (2) trailer-mounted desiccant dehumidification systems (Capable of 5500 cfm @ 120° / near 0% Humidity), air movement & filtration. Later, pressure washers and ride-on floor scrubbers were used to clean the affected areas.



Challenges & Obstacles:

Severely restricted ceiling height due to low ceiling compounded by electrical supply lines and water pipes which were mounted below the already low ceiling. Laborers were hampered by sub-18-degree temperatures, outside and near the entrance to the basement. The volumes of the muddy clay needed to be removed by hand/manually due to the height restrictions, and the 600+ foot long distance from the affected area to the pump disposal trucks added to the difficulty. It took nearly 24-hours to pump the 1.2 million gallons of water for removal, which was accomplished via long hoses hooked to pump trucks that captured the water and whereby 336,000+ gallons of mud was also reclaimed. Once the water had been extracted the muddy clay was shoveled by hand and transported manually via wheelbarrow to the awaiting pump trucks outside.

Noteworthy point regarding FCR's Capacity: FCR was simultaneously dispatched to respond to a 2,800-Gallon Diesel Fuel Oil Spill originating at & contaminating the roof-top of the 32-story Marquise Tower in downtown Atlanta which was already making its way to street-level via the roof drainage system.

Results, True Value & Additional Value:

FCR responded immediately and brought the necessary resources and assets to bear enabling the electricians to repair/replace components of the switch gear as necessary thus reducing downtime and minimizing business interruption to over 50 retailers and the food court during their second busiest month of the year.

Key Contact:

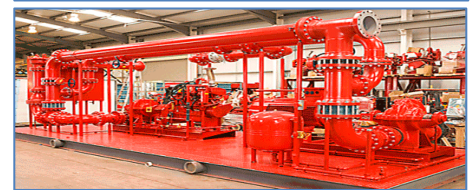
Inocencio "Bony" Perez, Operations Director, Simon Property Group, Inc. - Lenox Square & Phipps Plaza, iperez@simon.com, (404) 233-7575

Industrial Project

Project Profile – Flooding / CAT 3 Water Damage Mitigation

Client(s):	Patterson Pumps
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	Sept. 2009 – CAT 3 Water Damage/Flooding – Toccoa, GA – 350,000 Sq. Ft. Industrial/Manufacturing Facility with executive and administrative offices on two-stories – Shawn Delgado, Senior Estimator & Project Mgr., FCR
Client or Location Profile:	<p>Patterson Pump Company is one of the world's leading suppliers of quality pumps for the Fire, Municipal, Industrial, Flood Control, Plumbing, and HVAC Markets with an extensive product offering serving customers World-Wide. The affected location is a premier industrial pump factory which produces many different types/sizes of pumps, (some measure 15-feet in diameter & over 60-feet tall, used to manage water flow in New Orleans, LA where the water-table is high & the levees low.</p> <p>Example: Giant Axial Flow Pumps for levees.</p> <p>Specifications:</p> <ul style="list-style-type: none"> – 11-foot dia. suction bell, 52-foot-long, & 110,000 lbs., – 260,000-gpm driven by 2,000 hp Caterpillar – Moves water equivalent to seven 35,000-gallon swimming pools every min.
Situational Info:	<ul style="list-style-type: none"> – Historic Flooding - Over 100-yr. Levels hits GA – CAT 3 Water Damage to Manufacturing Areas, Warehouse & executive/administrative offices – Federal Disaster Declaration w/20" in 3-days <p>Business Interrupted</p> <ul style="list-style-type: none"> – Patterson employees first attempted decontamination & clean-up – Vaporized contamination in high humidity environment affected/dripping from equipment, walls, ceilings & floors
General Scope:	Emergency Mitigation, Water Extraction, Hazardous Material Clean-up, Remediation, Structural Drying, Facility Cleaning, Construction Restoration over 24-Days, using 8,464 man-hours.
Total Project Cost:	Total Reconstruction Pricing Unknown – Full Circle was utilized for Pump-out, extraction, gross decontamination, clean-up & structural drying. Other services and other repairs were not included in our scope. They were contracted separately/directly and therefore, we do not have this info.
FCR's Fees:	\$395,000

Full Circle Restoration and Construction Services, Inc.



NOAA rainfall map for 1-wk ending Sept. 23, 2009



FCR's Role:

Primary Goal: Reduce business interruption.

Emergency Mitigation, Water Extraction, Hazmat Clean-up, Structural Drying, Cleaning, Restoration.

Description & Origin:

Extensive Business Interruption: Rains saturated the SE USA, flooding in Atlanta area topped 100-year historic levels, the creek behind Patterson overflowed into the facility & disrupted business. Company workers tried unsuccessfully to steer water away from the building. When waters subsided client workers attempted clean-up of the toxic mixture. They soon realized the difficulty of the task and increased employee exposure to paints, oils, petroleum, hydraulic fluids, detergents & other chemicals. The mixture had combined with extremely hazardous flood water which had already picked up pesticides, fertilizers, animal waste, and other dangerous materials on its journey. At this point, Patterson was referred to Full Circle Restoration. FCR immediately collaborated with plant management and insurance company officials to devise a plan that met the needs of each party. Then, FCR responded rapidly with technical expertise, equipment and manpower utilizing articulate lifts and scissors lifts to work around sensitive equipment, power/technology wiring and plumbing conduits, operating 24-hours a day, with 2-3 shifts of 35-85 people, to reduce Patterson's production downtime and the insurance company's business interruption expense.

Equipment & Protocol:

Mitigation was conducted according to the IICRC S500 procedural standards & reference guidelines. FCR used high-temp hot-water pressure washers, scissor lifts, articulating lifts, truck-mount and portable extractors, specialized detergents, disinfectants, degreasers and cleaners in conjunction with hand-wiping.

Challenges & Obstacles:

Patterson's earlier attempts to self-perform the cleaning intensified the situation, making it a more difficult project than it originally would have been. FCR was simultaneously dispatched to emergency mitigation situations all over the ATL-metro area for over 3-weeks representing hundreds of projects from thousands of inquiries/calls.

Results, True Value & Additional Value:

FCR responded immediately and brought the necessary resources and assets to bear, enabling the electricians & equipment technicians to repair/replace components of the electronic and mechanical equipment as necessary, thus reducing downtime and minimizing business interruption and the related insurance claim cost.



Commercial Project

Project Profile – Storm Damage Mitigation

Client(s): Moody Gardens Galveston Island Resort

Month/Year, Project Type, Environment, Location & Proj. Mgr.: Aug 2008 – Hurricane Ike - Storm/Water Damage – Multiple Buildings – Convention Ctr., Visitors Ctr., & High-tech IMAX Theater Environments – Emergency Mitigation & Structural Drying Bid for **Insurance relationship** – Shawn Delgado, Senior Estimator & Senior Project Mgr., FCR

Client or Location Profile: Moody Gardens Galveston Island Resort is a public, non-profit educational destination utilizing nature in the advancement of rehabilitation, conservation, recreation and research - attractions include: Aquarium Pyramid, Rainforest Pyramid, Discovery Museum, MG 3D Theater & 4D Theater, a Hotel, golf course & more.

General Scope: Category 4 Hurricane - Ike

- Ike made landfall near Moody Gardens Resort on Galveston Island, TX.
- Moody Gardens had three large structures which were dramatically affected by the storm with up to 12 feet of water flowing through the facilities.

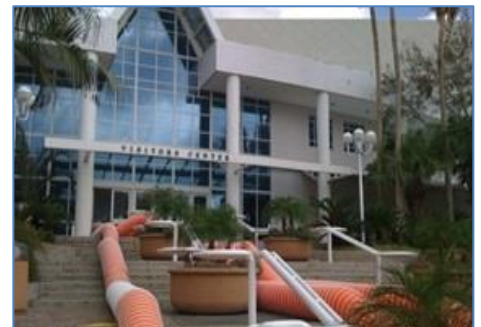
Total Project Cost: Over \$8.0 Million

FCR's Fees: \$1.20 Million

FCR's Role: Sub-contractor for General Contractor - Full Circle was utilized for water damage mitigation, dehumidification, structural drying & selective demolition only.

Description & Origin: Facilities included:

- The first IMAX Theater built in North America which is located inside of a 250,000 sq. ft. visitor's center
- The Moody Gardens Convention Center of approximately 350,000 sq. ft.
- The adjoining hotel, kitchen facility & administrative office building which had approximately 250,000 sq. ft. of affected area
- Total Affected FCR Work Area consisted of over 850,000 sq. ft. on the Moody Gardens Resort campus



Equipment/Protocol: Mitigation was conducted according to the IICRC S500 procedural standard & reference guide.

FCR extracted and installed dehumidification equipment - state-of-the-art XL commercial dehumidifiers, trailer-mounted desiccant dehumidification (Capable of 5500 cfm @ 120° / near 0% Humidity), air movement & air filtration



Challenges/Obstacles: Full Circle worked diligently to remove volumes of water affecting 3 very large structures. Some of the buildings were quite a challenge including the IMAX Theater in which FCR pumped out over 12 feet of water from the floor around & behind the screen, & into the stadium style seating area.

FCR worked to lower the extreme humidity levels in each of the structures, especially in the IMAX theater since it contained ultra-expensive equipment costing millions of dollars.



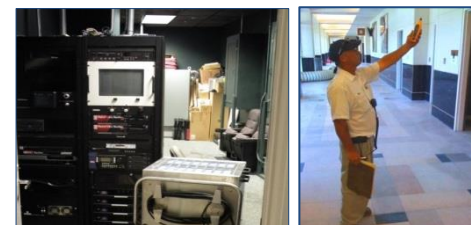
Results & True Value / Additional Value: Full Circle effectively dried all areas, avoided microbial growth & salvaged all of the electronic equipment in the theater and dried all three facilities.

Once the project was completed, discovered that 3 TX-based competitors had bid on the project at substantially higher amounts

FCR saved the Contractor/Property Owner between \$1.50 – \$1.80 mm & still made a fair and reasonable profit, even while considering the additional expenses incurred by traveling with equipment & personnel from Atlanta to Galveston Island.



Key Contact: Brian O'Connor, Engle Martin Adjusting,
boconnor@englemartin.com
 (813) 915-8500



Commercial Project

Project Profile – Fire Mitigation

Client: George Weston Ltd.'s Maplehurst Bakery
Month/Year, Aug. 2005 – Fire Damage – Commercial Bakery,
Project Type, Carrollton, GA – Shawn Delgado, Senior Estimator
Environment, & Senior Project Mgr., FCR

Location & Proj. Mgr.:
Client or Location
Profile:

Maplehurst is a national commercial bakery with headquarters based in Brownsburg, IN and is a wholly owned subsidiary of George Weston Limited. George Weston, LTD. is a publically-owned, Canadian food processing/distribution company, retailer and REIT. Weston, with over 200,000 employees is Canada's largest private sector employer. Maplehurst provides baked goods for local, regional and national retailers including, Wal-Mart and Publix Supermarkets. Fire damage mitigation, structural drying, dehumidification and comprehensive cleaning, decontamination and sanitizing of 80,000 SF facility, open and repair 3,000 SF of existing roof

General Scope:

Total Project Cost: Total Reconstruction Cost Unknown – Other restoration/repairs, were contracted separately.

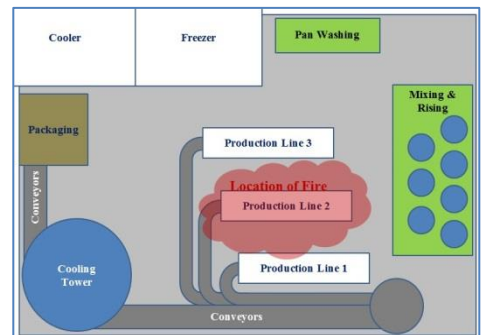
FCR's Fees: \$ 815,702.19

FCR's Role: Emergency Mitigation and Restoration

Description & Origin: Full Circle was dispatched to mitigate the fire damage, smoke odor, soot, structural drying, dehumidification & comprehensive cleaning in this 80,000 SF commercial bakery which was initially shut down for approximately 3-weeks for roofing and electrical repairs. FCR opened 3,000 SF of existing roof structure to repair/seal (bar joists & roof decking) and replace 2,000 SF of the existing 3" laminated ceiling (underbelly-type) insulation prior to initiating the comprehensive cleaning processes of production line and overhead areas.

Emergency Services: Primary Goals / Scope:

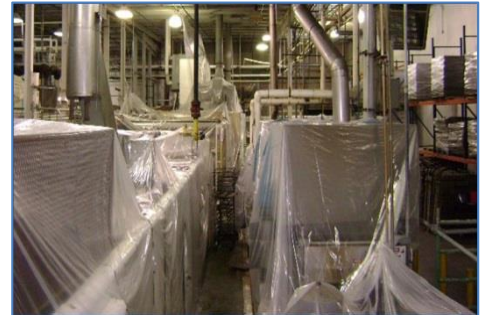
- Water Extraction, Dehumidification and Structural Drying (walls, ceilings, saturated slab)
- Set-up containment to protect equipment below
- Select Demolition: Remove and replace 3,000 SF of Roof Decking and insulation
- Repair damaged Roof System including Decking and bar joists
- Soda blast affected remaining roof structure
- Smoke, Soot & Odor Removal - structure/contents



Equipment & Protocol: In an effort to reduce downtime and business interruption FCR employed 2- teams working 12-hour shifts, 7-days a week for 3-weeks to meet the initial target timeline for demolition, repair, fire mitigation and decontamination. When the facility reinitiated production, FCR went to 5-days a week for 3-weeks, then, to weekends only.

Cleaning Process: To protect the production line equipment, FCR established containment each day, then, used a 7-step procedure which included: hand-scraping/pressure washing/soda blasting, hand scrubbing, a 1st rinse, degreasing, a 2nd rinse, and finished with a sanitizing rinse and hand-drying. Some areas of roof structure required priming/painting with “No VOC paint” where repairs were made.

Equipment: Truck mount and portable extractors, dehumidifiers, air scrubbers, axial fans, air movers, soda blasters, high-temp pressure washers, scissor lifts, articulating lifts, scaffolding and ladders.



Challenges & Obstacles:

This was a challenging and physically demanding project since the majority of the decontamination and cleaning work was occurring 24' overhead where lifts could not reach due to systems (HVAC, exhaust, electrical, lighting plumbing, and fire sprinkler/suppression) where crews had to straddle pipes and wear safety harnesses while working in a very high-temp environment. The cleaning and decontamination process was primarily on, near or overhead of the food production line and had to pass FDA post-mitigation testing standards. State and federal agencies including US EPA, GA EPD, and OSHA ensured standards and regulations were adhered to including full lock-out/tag-out of machinery.

Results:

Full Circle successfully mitigated, decontaminated, cleaned and sanitized required portions of the facility passing post-remediation testing. Being satisfied with the results, Maplehurst called on FCR for assistance with a different incident, 5-yrs. later during their busiest season, Thanksgiving.

True Value & Additional Value:

Establishing a workable plan FCR effectively reduced business interruption meeting a very tight deadline, while working in a very challenging and physically demanding environment.

Key Contact:

Guy Ball, Mgr., VP of Ops-Cake, George Weston Limited-Maplehurst Bakeries, (770) 832-1111

Healthcare Project

Project Profile – Arson/Fire Damage Mitigation, Restoration & Reconstruction

Client(s):	ATL GYN & OB
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	May 2012 – Fire Damage – Healthcare / Medical Office – Fire origin - Suspected Arson by Fire Bomb of a Women's Medical Practice, Shawn Delgado, Senior Estimator & Senior Project Mgr., FCR
Client or Location Profile:	ATL GYN/OB - Board Certified specialists in high-risk women's health issues & infertility.
General Scope:	Fire damage mitigation, board up, emergency fencing, emergency lighting, air filtration, water extraction, structural drying, smoke odor and soot removal, dehumidification & contents management. FCR also provided complete cleaning, build-back and repairs to Atlanta GYN/OB as well as other commercial tenants in the three-story building.
Total Project Cost:	Total unknown - excludes Leased Medical Equipment Restore - contracted separately & therefore, we do not have this information.
FCR's Fees:	\$810,826
FCR's Role:	Emergency Mitigation, Security, Fire Watch, Emergency Pack-out, Remediation, Demolition, Complete Restoration/Reconstruction, & Permitting
Description & Origin:	<p>Two women's clinics were fire-bombed within hours of each other (located in Marietta & Lilburn, GA). Owned separately, FCR responded to the Lilburn location.</p> <p>Upon release by the fire department, FCR provided immediate emergency security fencing, security patrol, fire-watch, board up of damaged windows & doors. FCR assessed the structural damage to the building & damage to each of the tenant-client businesses separately as all were affected by smoke/soot, odor and/or water damage. Working with several different insurance companies, FCR assisted the tenants in facilitation of their claim to expedite their portion of the loss and limit business interruption. For the Woman's Clinic affected by the fire, our teams began the task of determining the salvageable and non-salvageable contents, while beginning the removal of debris. Water extraction, structural drying, dehumidification and cleaning of the other tenant</p>



Description & Origin: spaces in the building not directly affected by fire were managed simultaneously. An immediate goal was to limit the business interruption while ensuring a safe work environment for the tenants affected only by water and/or smoke odor/soot. FCR worked with the clinic in determining contents to be preserved, including medical supplies, equipment and documentation. These items were photographed, inventoried and separated from the items to be discarded due to heavy fire damage. Inventoried contents were transported to Full Circle's warehouse for cleaning, restoration and storage until the reconstruction was complete.



Equipment/Protocol: Upon initial arrival, FCR initiated a safety & security plan, assessing scope & working with structural engineers to evaluate the structural integrity of the building, as well as installing a security fence to protect the property and the contents of the various businesses. Proper precautions were taken with regard to health concerns due to unknown airborne contaminants and hazards caused by the fire from medical supplies, medicines, polymers, etc. After tenant mtgs., water extraction was initiated.



Cleaning Process: To reduce odor & airborne contaminants, charcoal filtered air scrubbers were in continuous use while water extraction, demo/debris removal & cleaning took place.



Equipment: Truck mount & portable extractors were used to reduce the damages to the non-fire affected tenant spaces. Trailer mounted desiccant dehumidification equipment (Capable of 5500 cfm @ 120°/neat 0% humidity) & commercial XL refrigerant DHs were used (Upper & Lower levels).



Challenges/Obstacles: Assisting one medical practice tenant that carried no insurance for their practice. Avoiding microbial growth due to saturated areas where business was to continue. Permitting & Inspection delays were, for the most part, reasonable.

Results: FCR provided the bldg. owner, Primary tenant ATL GYN/OB and all other tenants with a high-quality restoration product.



True Value / Additional Value: Minimizing business interruption for most tenants while reducing downtime for the primary tenant/medical clinic, ATL GYN.

Key Contact: Rita Foster, Office Mgr., Practice Administrator, ATL GYN/OB, (404) 435-7012, r.foster@atlantagynob.com

Multifamily Project

Project Profile – Fire, Smoke, Soot & Water Damage Mitigation & Reconstruction

Client(s): Integral Property Management

Month/Year, Project Type, Environment, Location & Proj. Mgr.: March 2013 – Fire & Water Damage – Multifamily Clubhouse near GA Tech campus (Originally, “Techwood” Public Housing) – Shawn Delgado, Senior Estimator & Senior Project Mgr., FCR



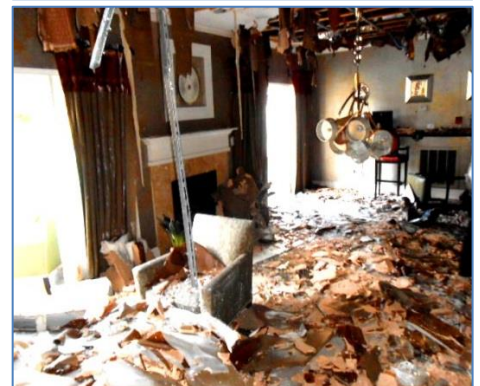
Client or Location Profile: Integral is a multifamily commercial real estate company that specializes in Mixed Income Multi-Family, Urban Master Planned Communities, Transit-oriented Development, Highrise Residential/Mixed Use & Senior & Student Housing. Integral has an Investment Management group, two independent construction affiliates (IBG Construction Services (“IBG”), a residential builder and Integral Gude, a full service program management, construction management and operations & maintenance firm, and a full-service Property/Asset Management Division providing services to public & private clients who own or administer multi-family residential, commercial and mixed-use projects. Integral’s residential services portfolio offers clients expertise managing conventional, tax credit & other assisted housing including: Conventional Apts, Independent & Assisted Living Senior Communities, Mixed-Finance/Mixed-Use/Mixed-Income Rental Developments & Affordable Housing (Low Income Housing Tax Credits & Bond Financed).

General Scope: Fire damage mitigation, structural drying, dehumidification & comprehensive reconstruction/restoration & contents mgmt. prior to remodeling project initiation.

Total Project Cost: Total Reconstruction Pricing Unknown – Full Circle was utilized for Fire damage mitigation, structural drying, dehumidification & comprehensive reconstruction/restoration. Architectural & design services were not included in our scope. They were contracted separately/directly & therefore, we do not have this information.

FCR’s Fees: \$742,654

FCR’s Role: Emergency Mitigation, Restoration, Reconstruction & Project Documentation since this



incident involved an insurance claim and federal & state funded reconstruction/renovation project.

Description & Origin:

2-Story Mitigation/Selective Demolition of affected areas due to Fire, Smoke, Soot & Water Damage - Avoid Microbial Growth as result of Water Damage in Clubhouse & Management Offices of a Multi-family Environment due to an Electrical Fire (HVAC short) in 1st floor ceiling:
Emergency Services: Primary Goals / Scope included:

- Secure Property – Replace Deadbolt, Board-up Windows & Doors where needed
- Water Extraction, Dehumidification & Structural Drying (walls, ceilings, saturated slab)
- Spray Anti-Microbial Agent to counter growth
- Select Demolition: Remove Baseboards, Saturated Carpet & Wood Flooring, Saturated- Unsalvageable & Damaged Ceilings/Walls & Saturated Insulation
- Emergency Electrical & Plumbing Work
- Contents (Inventory, Manipulation, Cleaning, Restoration & Storage)
- Smoke, Soot & Odor Removal

Reconstruction: Permitting, Restoration & Reconstruction

Equipment/Protocol:

Truck mount & portable extractors, Air scrubbers, DHs & Axial Fans & Air Movers

Challenges/Obstacles:

8-mo. restoration interruption while FCR assisted Integral with state gov't tax-credit funding application process for entire complex renovation including code upgrades, tax-credit requirements & design changes. Delayed architectural drawings due to this process, scope changes, significant mismatch between design & budget, numerous variances between as-built plans & existing construction (for major systems & structure - discovered during demolition) created additional delays & increases in scope & cost. Permitting & inspection delays on behalf of the city processes.

Results:

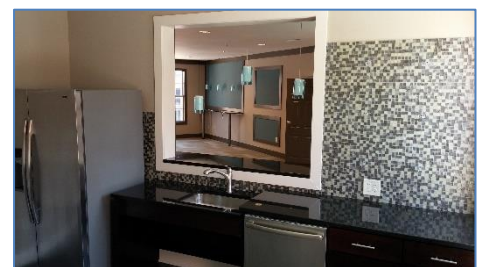
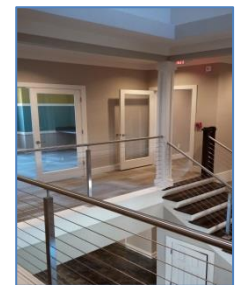
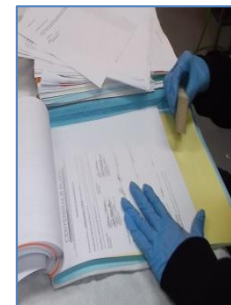
After all of these delays project was completed 6-weeks earlier than original contractual target, thus meeting client's temporary office space vacate deadline (due to new permanent tenant lease).

True Value / Additional Value:

Incredibly tight deadline met while FCR also brought cost savings greater than \$230k by providing alternative flooring & lighting selections.

Key Contact:

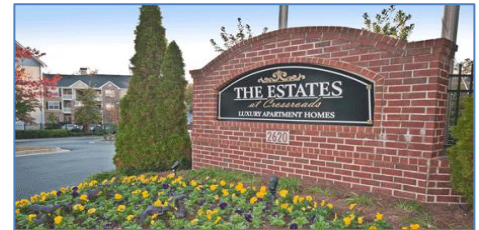
Lena Pitt, Portfolio Mgr., Integral Property Mgmt., (678) 414-2572, LPitt@integral-online.com



Multifamily Project

Project Profile – Fire Damage Mitigation, Restoration & Reconstruction

Client(s):	Sherman Residential Property Management
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	February 2011 – Fire & Water Damage – Multifamily Environment in Duluth, GA - Shawn Delgado, Senior Estimator & Senior Project Mgr., FCR
Client or Location Profile:	Sherman Residential, a division of Benj. E. Sherman & Sons, Inc. (founded in 1922), is a third generation, family-owned, Chicago-based real estate firm focused on apartment ownership & management around the USA. Since 1990 Sherman Residential has acquired over 16,000 apartment units in 50 communities nationwide.
General Scope:	Fire damage mitigation, emergency board-up, roof tarping, structural drying, dehumidification & contents management.
Total Project Cost:	Total Reconstruction Pricing Unknown – Full Circle was utilized for Fire damage mitigation, structural drying, & dehumidification. Architectural & design, reconstruction & restoration services were not included in our scope. They were billed directly under a pre-existing national contract & therefore, we do not have this information. Since Sherman had a prior relationship for (re)construction services, FCR provided only those selective demolition services deemed as necessary.
FCR's Fees:	\$84,248
FCR's Role:	Emergency Mitigation, Selective Demolition, Smoke & Odor Removal, Dehumidification, Structural Drying, & Tenants' Contents Management.
Description & Origin:	Mitigate immediate risks & hazards to the facility including water, smoke & fire damage, mitigate microbial growth, avoid costly & unnecessary code upgrades & restoration delays to the entire structure including undamaged units, maintain tenant occupancy, eliminate risk to tenants' contents & reduce business interruption & the pending Business Interruption insurance claim. Extraction & structural drying to reduce risk of microbial growth, employed fire watch/security & fencing to deter looting of tenants' content & the complex's appliances & eliminate attractive nuisance/ personal injury liability.



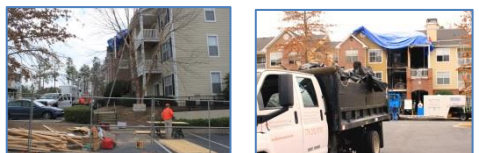
Equipment/Protocol: Security Fencing, Security & Fire-watch personnel, Trailer-Mounted Generator, Truck-mount & portable extractor, DHs, Air filtration & movement.

Challenges/Obstacles: No client mgmt. with authority on-site for 2-weeks made communication & decision making difficult.

Results: The property did not lose any tenants. The property was left in a safe, dry, smoke-free soot-free condition for occupied spaces. The emergency lighting, generator power, & selective demolition enabled Sherman's assigned insurance adjuster(s) & FCR's plumbers, fire sprinkler, fire alarm, & electrical contractors to easily & safely access the building and more properly scope the systems needs and structural damage due to fire, water & smoke/soot.

- True Value / Additional Value:**
- **Significant Savings:** Avoided time consuming code enforcement and costly code upgrades – averted at 4:35pm Friday afternoon by our team chasing down 3-fire inspectors & interfacing with & gaining approval from the Fire Chief, City, & County building inspectors. This incredibly intricate process and the very tight deadline was met by FCR, who brought cost savings greater than \$125,000 & potentially \$280,000 minimum by providing solutions to keep power meters in place.
 - Rapid response and expertise reduced tenant inconvenience & systems downtime while immediate protection against risks & hazards to tenants & their contents was ensured - FCR gained access to building shortly after 9:00AM. FCR reestablished systems functionality by 2:00PM for Fire Suppression & Fire Alarm, Electric, Water, & HVAC for 14 (of the original 28) tenant families who didn't require a move.
 - Enabled relocation of the remaining 14 affected tenant families to vacant units in neighboring buildings in the complex to avoid loss of tenants to local competitive complexes.
 - Avoided need for industrial hygienist and expensive clearance testing related expenses.
 - Tarp roof to avoid further damage due to continuing heavy rains.

Key Contact: Property Manager or Chief Engineer, Sherman Residential Property Mgmt., (404) 441-9193



Saved Sherman Residential/Travelers approximately \$500,000 to \$900,000 in exposure:	
\$ 50,000 - \$ 84,000	Relocation of Tenants - Lost rental income: \$10k - \$14k/mo.
\$125,000 - \$280,000	Required code upgrades - power meters pulled: \$5k-\$10k/unit
\$280,000 - \$500,000	Mold remediation due to moisture extent: \$20k-30k/unit
\$ 45,000 - \$ 60,000	Hygienist/Lab (mold growth over 10+ 70+ days): \$3k-\$5k/unit
\$ Unknown	Theft & Attractive Nuisance Liability
\$500,000 - \$924,000	Unrealized Risk / Aggregate Savings

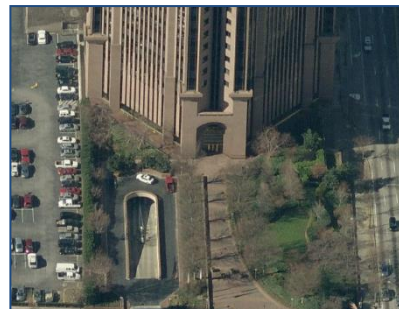
Commercial Project

Project Profile - Commercial Biohazard Decontamination – Murder/Suicide

- Description:**
- On Friday, April 28th, 2008, shortly after 3:00 p.m. in Midtown Atlanta, outside the Bank of America Plaza, (Atlanta's tallest building at 1,023-feet-tall)
 - Victim:** 25-year old female of Alpharetta, a secretary at the 270-member law firm Paul, Hastings, Janofsky & Walker, was held down, shot 3 times & killed
 - Assailant:** 30-year old Jermaine Acevedo, of Snellville, was a temporary worker in the firm's records department
 - Verbal argument turned physical.
 - Acevedo held the victim down and shot her before shooting himself.
 - The Bank of America building was placed on lockdown for almost two hours after the incident.
 - Police began to let employees leave the building around 5 p.m.

- Scope & Affected Area:**
- Outside Courtyard – Picnic Area
 - PPE was donned & an absorbent containment-barrier established around general area where majority of bodily fluids/matter remained after coroner completed work
 - Matter was collected using approved absorbent materials
 - All porous materials, including concrete, natural & man-made stone, in which bodily fluids came into contact with, were treated with an industry accepted and approved isopropanol-based sporacide
 - No demolition of natural stone products, grout or concrete was deemed necessary after peroxide testing was completed
 - Once clearance testing was within acceptable limits an extensive pressure washing was performed across a general area & determined that no sealing of stone or concrete was necessary after further testing.

- Disposal:**
- Affected materials being removed were sealed in specially marked Bio-Hazard bags
 - Bags were placed in specially marked boxes away from all other materials, humans, & animals
 - Boxes were removed from the refrigerated storage area & picked up by one of our pre-approved disposal vendors, in this case Stericycle, Inc.
 - Waste was taken away under approved US Department of Transportation (DOT) standards & delivered to an approved location to be incinerated



Industrial Project

Project Profile – Industrial Biohazard Decontamination – Listeria

Client(s):	Maplehurst Bakery
Month/Year, Project Type, Environment, Location & Proj. Mgr.:	2-Weeks prior to Thanksgiving Nov. 2012 – Commercial Bakery - Carrollton, GA – Emergency Decontamination & Sanitizing – Shawn Delgado, Senior Estimator & Senior Project Mgr., FCR
Client or Location Profile:	Regional Commercial Bakery owned by Canadian Conglomerate George Weston Limited, produces deluxe baked goods and deserts for Publix, Walmart & others.
General Scope:	Protocol Testing, Decontamination, Clean-up of limited area.
Total Project Cost:	Total Pricing Unknown – Full Circle was utilized in a very unique manner for this situation. The bulk of the service work was handled by the Maplehurst staff since the plant was shut-down and the staff temporarily “unemployed” (during their busiest period of the year and just prior to the financially demanding holiday season), therefore, FCR does not have this information.
FCR’s Fees:	\$40,000
FCR’s Role:	Estimation, Emergency protocol testing & validation, Initial Baseline Establishment, Timeline Validation & Training Provider. The bulk of the service work was handled by the Maplehurst staff since the plant was shut-down and the staff temporarily unemployed, therefor the Maplehurst staff self-performed the bulk of the work.
Description & Origin:	<p>Maplehurst clients had pulled product from shelves during the week(s) prior to the Thanksgiving holiday.</p> <p>Business Interruption in a 24x7x365 operation due to FDA/CDC confirmation of Listeria contamination.</p> <ul style="list-style-type: none"> FCR was requested to work an after-hours shift to clean & sanitize a small section (approximately 4,000 sf) of the 150,000 sf (est.) plant for Maplehurst Bakery Initial cleaning was to establish a test baseline for FDA/CDC Pre- & post cleaning FCR provided expertise to enable the training of Maplehurst employees, on unpaid leave, concerning cleaning & sanitizing the plant & equipment food contact surfaces <p>FCR follow established protocol, monitored by a third party hygienist/microbiologist</p>



Safety Meeting & Protocol Review



Description (continued):	FCR responded immediately based on verbal approval, mobilized a team of 36, loaded equipment and secured additional materials & supplies needed to initiate the preliminary project at the designated time within 4-hours in Carrollton.
Nature of Contamination:	Listeria monocytogenes (Listeria): a foodborne disease-causing bacteria & the disease called Listeriosis . Listeria can invade the body through a normal and intact gastrointestinal tract, travel through the blood stream & produce toxins that damage cells. Listeria invades and grows best in the central nervous system among immune compromised persons, causing meningitis and/or encephalitis (brain infection). In pregnant women, the fetus can become infected, leading to spontaneous abortion, stillbirths, or sepsis (blood infection) during infancy.
Equipment/Protocol:	Full Circle was called on to supply articulating & scissors lifts & ladders necessary to reach cleaning test areas & air scrubbers to filter/clean the air.
Challenges/Obstacles:	FCR responded immediately during a holiday week Maplehurst was shut down during the holiday season, one of their busiest periods They had associates out of work who they did not want to lose should shutdown be extended (more than 25% of workforce has over 25-years of service w/Maplehurst) Maplehurst needed to ensure cleaning would pass FDA post-testing
Results:	Maplehurst cleaning passed FDA/CDC post-cleaning/decontamination testing and was able to reopen for the Christmas holiday season and maintained a clean bill of health/health score.
True Value / Additional Value:	FCR met a very tight deadline for initiation of project, passed testing on the first round and completed management training of process and protocol/chemical use and safety helping to ensure the plant reopened quickly enabling Maplehurst to meet contractual obligations by getting good product put back on client shelves, get the Maplehurst crews back to work during the busy holiday season, avoided possible plant closure considerations and minimized the pending business interruption insurance claim.
Key Contact:	Rick Young, Maplehurst Bakery, Carrollton, GA



Multifamily Residential Project

Project Profile - Multifamily Biohazard Decontamination – Body Decomposition

Location: Norcross, GA

Source: Heart Attack – Deceased not discovered for 9-days w/no A/C in the summer heat

Affected Area: Seven (7) rooms including:

- Kitchen
- Living Room
- Dining Room
- Bathroom
- Two Bedrooms
- One Room in Apartment Unit Below

Scope: Due to the fact that the deceased was not discovered for 9-days (in the summer heat with no air conditioning & the body liquefying) advanced decomposition had enabled saturation/seepage & insect contamination to affect the entire apartment & one additional downstairs apartment, which initiated the discovery. A pet was also present in the apartment, tracking fluids around into different rooms, which contributed to the extent of the damage & demolition required. All porous materials which came into contact with the body & bodily fluids were removed during demolition. All non-porous surfaces & man-made materials considered cleanable such as metal, glass or plastic surfaces remained & were cleaned. Decontamination & demolition were effective in affected areas.

Description: All porous construction materials had to be removed including floor covering, sub-flooring, & a portion of the floor support framing structure due to seepage of bodily fluids into the apartment below. During demolition these materials were removed, then, later replaced during reconstruction. Deodorization was accomplished using ozone generators & HEPA air filtration equipment which supplied hospital quality air for a number of days to assist in removal of the odor.

Note: Photo Documentation has been excluded out of respect for victims, family members & others sensitive to these circumstances.

Single Family Residential Project

Project Profile - Residential Biohazard Decontamination – Suicide

Location: Sugarloaf, Duluth, GA

Source: Suicide - Gun shot to head

Affected Area: Eight (8) rooms including:

- Kitchen
- Breakfast Area
- Keeping Room
- Dining Room
- Pantry
- Hall
- ½ Bath
- Living Room

Scope: All porous materials in which bodily fluids came into contact were removed during demolition including natural stone products, grout & concrete with the exception of slab & foundation walls which can be sealed sufficiently. All non-porous surfaces & man-made materials considered cleanable such as metal, glass or plastic surfaces remained.

Description: The body of the deceased (a former professional football player at the center of the concussion controversy) was found in the kitchen. There was extensive damage to the body with substantial amounts of tissue & body fluids directly affecting the cabinets, flooring, walls, furniture & appliances. Decontamination and demolition was effective in all affected rooms.

Note: Photo Documentation has been excluded out of respect for victims, family members & others sensitive to these circumstances.

Customer Satisfaction Scorecard

Click the image below to access this Real-time/Web-based Scorecard maintained by Guild Quality, a third-party customer satisfaction survey company based in Atlanta, GA.

References will be gladly supplied upon request.










Simply click on one of the icons below or scan one of the convenient QR Codes with your smartphone to access additional information about Full Circle Restoration and some of our more notable projects.



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FCR Spill Prevention, Control, & Countermeasures Plan

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For access to this valuable information please contact your assigned FCR Regional Account Executive or contact us at:

24-Hour Hotline:
770-232-9797

or

John Irvine
VP Sales/ Marketing & Org. Dev.
Full Circle Restoration & Construction Services, Inc.

Cell: 770-861-4999

johnirvine@fullcirclerestoration.com

Haz-Mat Spill / Accidental Release Countermeasures						FULL CIRCLE RESTORATION A FCR Group	
9-Step Action Plan for Prevention, Emergency Response, Safety, Debriefing & Reporting						SPCC - Spill Prevention Control & Countermeasures Plan	
Prevention						Commitment: Make it part of Company Culture	
Planning & Prep						Before the Incident: Plan for the Inevitable	
Assessing Risk & Documentation						During the Incident: Safety is priority. Call!	
Protect Yourself & Others						Rescue - control off affected area	
Stop the Source & Bring it Under Control						NO Emergency Shut-off Switch when possible	
Mitigation/ Containment / Confinement						Select appropriate containment method:	
Clean up						Collect, Pack, Label, Store for Transport & Disposal	
Decontamination						Neutralizing/Cleaning/Decontamination of People, PPE & Equipment in Designated Decontamination Zone	
Debrief / Report / Monitor						Post Incident Debrief, Medical Follow-up & Reporting	

Agreement for Direct Payment & Authorization to Perform Repairs

In reference to the property damages received from the occurrence on _____, the undersigned is authorized as the owner of the property, agent for the owner, or the employee of the owner, to grant complete authorization to Full Circle Restoration and Construction Services, Inc., hereafter referred to as contractor, to perform the necessary emergency repairs to minimize the current damages and to reduce further losses until permanent repairs can be made to the property. It is understood that the contractor is not authorized by the insurance company or its adjuster to make any repairs to the property with the consent of the undersigned. This work authorization, and all subsequent estimates, supplemental estimates, and change orders, shall constitute the contractual obligations of the owners of the property and the contractor.

The undersigned further assures, as owner of the property, agent for the owner, or employee of the owner, payment in full, for all work performed by the contractor immediately upon substantial completion of repairs. It is agreed to by the undersigned, that any amounts due the contractor for repairs not covered by applicable property insurance for reasons of deductibles, betterment, additional work requested by the owner, or denial of coverage by the insurance company, will be the responsibility of the owner of the property as bound by this agreement. All payments are due upon substantial completion of repairs.

Any payment not received within 10 days of the due date will be considered past due and subject to interest of 1.5% monthly. All payments considered past due by the company and requiring the services of an independent collection agency or attorney for collections will be added to the total payment balance and the interest incurred of 18%. All associated collection costs including liens on the property will be added to the original invoice and will be placed for nonpayment. Owner of the property shall be responsible for any attorney's fees and costs associated with the enforcement of any provision of this agreement, the breach of this agreement, or the collection of any sums owed under this agreement.

The undersigned authorizes _____, as the insurer of the property, to pay all proceeds due the contractor, in accordance with the policy conditions, directly to the contractor and any mortgage holder named on the policy. If the name of the policyholder is included on the payment, it is agreed the instrument will be immediately endorsed for the Mortgage Company or placed into an escrow account acceptable to the contractor, for disbursement by a series of draws. Final payment is the responsibility of the policyholder.

Due to the nature of the work, no completion date is specified. No verbal agreements are binding on the contractor. The undersigned, as owner of the property, agent for the owner, or employee of the owner, agree to the terms and conditions as outlined above.

Signed at _____ a.m./p.m. this _____ day of _____, 20__

Owner's Name (please print): _____

Signature: _____ as _____

Loss Address: _____

Mailing Address: _____

4325 River Green Pkwy., Duluth, GA 30096
Phone: 770-232-9797 Fax: 770-232-0664 www.fullcyclerestoration.com

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