

## 1. COMPANY RESUME

- **Summary**

Property damage is usually unexpected. It can turn our clients' life upside down and inside out. Whether it's a home or business, a damaged building requires swift, expert service.

At Water Damage Recovery our goal is to get our clients' building back to its safe, pre-incident state in an efficient and timely manner. Our experienced, well-trained team provides professional cleanup and restoration services to business owners, home owners, and insurance and property management companies.

Since 1997 we have helped over **22,000** residential and commercial property owners minimize property loss while restoring their buildings to their safe, pre-incident condition.

WDR operates from two locations in the Northern California area so that we can better serve our clients. We provide prompt 24/7/365 emergency service for:

- Commercial Water Damage
- Residential Water Damage
- Mold Removal
- Sewage Cleanup
- Fire & Smoke Damage Repair
- Catastrophe Cleanup
- Trauma Scene Cleanup
- Animal Droppings Cleanup



Water Damage Recovery was created with the client in mind to provide an unsurpassed level of workmanship at a competitive, reasonable price. WDR is a family-owned and operated local company with two locations to insure a quicker response and better service to San Francisco, Oakland, Sacramento and Stockton.

Over the years we've helped thousands of Northern California families and business owners get their lives and businesses back on track in a timely manner.

We are a proud member of the Plumbing-Heating-Cooling Contractors Association, America’s premier trade group for P-H-C professionals. We are also a member of and certified by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). This means we are pledged to meet requirements beyond just merely being trained and certified. In fact, here at Water Damage Recovery, our staff is trained to our industry’s highest certifications.

● **When was our company founded?**

The company was founded by Art Neumann in 1999. We are part owners of the LLC Restoration Affiliates with partners across the country allowing its affiliates to market and service large commercial national accounts.

We are also a vendor of ACT (Advance Catastrophe Technologies) which has national accounts such as the Hilton chain of hotels across the US. We currently have 25 employees.



Art is shown second left, standing.

● **Who is part of the managing team of our company?**

- General Manager - Art Neumann,
- Director Of Technical Services - Kari Lynch,
- Project Manager - Jose Reyes,
- Director of Technical Training - Jason Pask,
- Business Development and Sales Manager - Brian Davis,
- Accounts Manager - Diana Doyle,
- Controller and President - Maria Neumann
- Operations Manager - Christian Torrealba

● **What are the main activities of the company?**

The company performs Emergency Water Mitigation, Mold Remediation, Fire and Trauma Restoration. We have a stable technical crew that loves what they do and being part of a successful team of experts that has won the prestigious Diamond Certification. We have been honored with the highest rating with BBB as well as unparalleled number of 5 Stars in our industry on Yelp.

● **What makes our company different from the competition?**

Our customer service is unmatched as evidenced by independent and consumer reviews. In a recent survey of Water Damage Recovery customers who were asked why they chose Water Damage Recovery and what they liked about us, this is what they had to say:

- They come out right away / They responded very quickly
- Service men were nice / Person on the phone was nice
- The price was more affordable
- They knew what they were talking about / Knowledgeable
- Estimate / price was affordable, reasonable
- Good Reviews on Yelp and Angie’s List
- They did a good job
- They were thorough / Checked back on things
- They got it done fast
- The people were polite, courteous
- They were very professional
- They explained everything well
- The technician was prompt
- They kept me up to date on the status
- They were very reassuring, made us feel comfortable
- They were available on Saturday, Sunday

*“This is a great company. Excellent response time. My sewer line was leaking under my house, and this was unknown until a plumber came out and uncovered the problem. Water Damage Recovery were on the scene, not only mitigating the issue, but also making sure that my family was protected from any dangerous bacteria...” - Gregory M., Napa, CA*

*“These people may not be life savers, but they are property savers. In an age when it is getting rarer to encounter people who deliver what is expected, Water Damage Recovery stands out. Unfortunately, this is the second time our downstairs has flooded. Two years ago the firm that handled it did not do a very good job...” - Harris M., Oakland, CA*

● **What are our ambitions in the 3 to 5 years to come?**

We have been growing every year at the rate as high as 20% over the last 4 years. We expect to double our current volume and revenue in the next 2 years and within the next 3-5 years to become one of the top five largest restoration companies in the San Francisco Bay Area.

● **What are the main challenges/potential barriers to reaching our ambitions?**

The blue print and policy for controlled expansion is in place with the key challenge being to continue to attract dedicated, loyal and energetic collaborators who are willing to contribute to the goals of our business activity.

We are well aware that our expansion primarily depends on our people. This is the reason why we focus on excellence at all levels, most specifically at the level of team work.

- **What is our company culture & management “style”?**

The culture is one of excitement for the future. There is a sense of purpose for the company to expand and become recognized as an industry leader which is occurring and for our staff to grow professionally as the company grows. There is a team spirit, mutual respect and friendship from the top down. We are extremely performance-driven: when it comes to customer satisfaction, only results count. And the same applies to our expansion plans – performance only talks!

- **What is the profile of our customers?**

We service business owners, property managers, facilities managers of large commercial properties, as well as the individual home owner.

- **Why should you join our company?**

We are committed to developing each individual’s talent to his or her full potential from managerial, sales and marketing to our technical supervisors and estimators.

We offer what can sometimes be that rarity-a healthy, happy, and fulfilling career path where all have the freedom to develop their own full potential and prosper there from.

Customer service is our highest priority at Water Damage Recovery and we go to great lengths to make sure we leave our customers satisfied. Our entire team is focused on providing maximum satisfaction for our customers. And, because it bears repeating: We guarantee all of our services. If it is not done right we will come back, fix it, and make it right, **Guaranteed.**



As far as your involvement is concerned, we consider that our employees & collaborators are our most important customers. We all expect everyone to appreciate hard work, for sure, but with the proper, performance-based rewards.

**To summarize, we offer a unique work environment, where creative, hard-working and productive staff can flourish & prosper. We do everything possible to ensure that we all have fun on the job, while contributing to the well-being of our clients. This results in high performance, profitability and a strong economic future for all concerned.**

**Art Neumann,  
General Manager**