



Like it never even happened.®

RESTORATION NEWSLINE

Published for Members of the Insurance and Commercial Property Industries

How Prepared Are You?



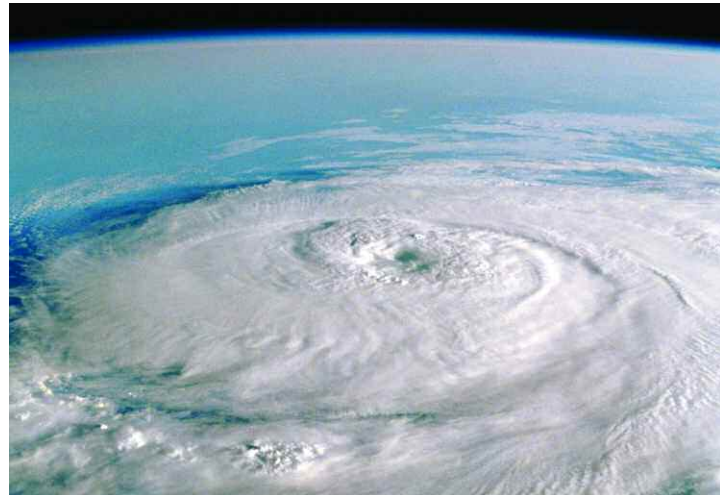
A well-equipped disaster supply kit should include, but is not limited to, the following items:

- **Water:** 1 gallon per person daily.
- **Food:** 3 to 7 days' worth of non-perishable or canned food, and manual can-opener.
- **Bedding:** Blankets and pillows.
- **Clothing:** Remember, although it may be warm, you may be working and cleaning and need pants and long sleeves to protect your skin.
- **First aid kit:** In the very least, include sanitizers and bandages.
- **Cash:** Keep some cash and small bills on hand in case banks are closed.



Independently Owned and Operated
servpro.com

Call the CLEANUP TEAM that's faster to any sized disaster.



HURRICANE SEASON HAS BEGUN, and severe storms will undoubtedly threaten most areas of the United States over the summer and fall months. Though it is never easy to prepare for the unpredictable, now is the time to ensure your business and your customers are prepared for a natural disaster situation.

Inside this *Newsline*, you will find:

- Basic hurricane safety information.
- A list of recommended items for your disaster supply kit.
- Steps on what to do now to protect your home or business from a severe storm.
- The 2008 hurricane forecast.

For additional information, contact your local SERVPRO® Franchise Professional. They can provide preparedness resources and tools, including wallet-size emergency contact cards, family communication plans, home and/or business content inventory tools and more. As a U.S. Department of Homeland Security National Preparedness Coalition member, SERVPRO® is committed to promoting preparedness planning and providing community resources to help prepare for emergency or disaster situations. ■

Just give your local Franchise
Professional a call,
and leave the restoration to
SERVPRO®.

SERVPRO's network of more than 1,400 Franchises is ready to help in the event a fire, water or mold loss occurs.

Call on a restoration system serving insurance companies and their insureds, as well as thousands of commercial property owners nationwide. You too can trust the SERVPRO® Brand!



Hurricane Safety Tips and SERVPRO®

Preparing for winds, floods and tornadoes now can help keep you safe if disaster strikes.



Hurricanes are one of nature's fiercest and least predictable forces. Though it can be nearly impossible to forecast severe storms in advance, a group from Colorado State University—led by long-time hurricane prognosticator Dr. William Gray—predicts a “well above-average” hurricane season in 2008. The team anticipates 15 named tropical storms between June 1 and Nov. 30. Eight of those storms are predicted to become hurricanes, and four are expected to develop into intense or major hurricanes (Saffir/Simpson category 3, 4 and 5).

Saffir-Simpson Hurricane Scale

- **Category 1 Hurricane:**
Winds from 74-95 mph.
Minimal damage level.
- **Category 2 Hurricane:**
Winds from 96-110 mph.
Moderate damage level.
- **Category 3 Hurricane:**
Winds from 111-130 mph.
Extensive damage level.
- **Category 4 Hurricane:**
Winds from 131-155 mph.
Extreme damage level.
- **Category 5 Hurricane:**
Winds exceed 155 mph.
Catastrophic damage level.

Due to the unpredictable nature of hurricanes, it is important to take steps now to protect yourself, your business and your family. Even areas far removed from the coastline may feel the impact of the side effects of a major hurricane, such as spin-off tornadoes, storm surges, and flooding.

The following tips are designed for safety in hurricane conditions, though many of the precautions also apply to any severe storm situation.

1 Plan your escape route early.

Find out where the nearest official shelter is in your area. The Red Cross or local government can give you this information. Keep a good map in your car in case you are forced to seek an alternate route on your way out of town.

2 Take inventory of your personal property.

Make a detailed list of your possessions and back it up with photos or video footage. Keep one copy in your home and another in a separate location, in case the storm damages the original copy. For help with your business or home contents inventory, contact your local SERVPRO® Franchise Professional.

3 Take steps to protect your home.

Hurricane-force winds can turn landscape materials into missiles that can break windows and doors. Trim weak branches off of trees and replace gravel/rock landscaping with shredded bark.

Also consider buying the materials needed to brace garage doors and windows in advance, since many of these items may be in high demand when a severe storm is forecasted.

For more preparedness tips, contact your local SERVPRO® Franchise Professional or visit www.iii.org/prepare. ■







Celebrate the Summer Months



As the summer heats up and Independence Day comes and goes, fireworks—both legal and illegal—will be sold by the millions of pounds throughout the United States. In fact, in 2006 the U.S. purchased more than 278 million pounds of fireworks, spending nearly \$900 million on the explosives along the way.

Despite fireworks' bad reputation in terms of safety, statistics show legal consumer fireworks are being used more responsibly than ever. According to the American Pyrotechnics Association (APA), fireworks-related injuries have decreased by 91 percent since 1976. In 2006, there were only 3.3 injuries reported per 100,000 pounds of fireworks purchased.

According to the APA, the increased safety is due to the decrease in illegal fireworks and the increase in safety awareness. The National Council on Fireworks Safety has the following tips for a fun, safe fireworks display:

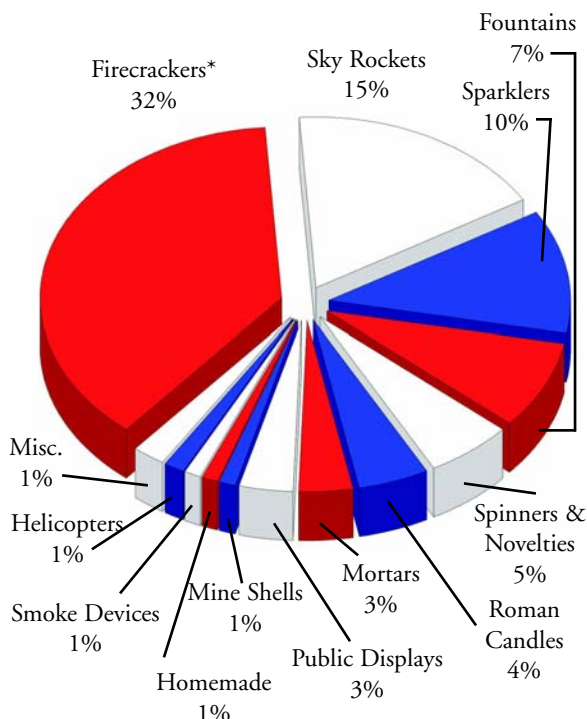
-  Only use fireworks outdoors.
-  Be aware of and obey all local laws regarding use of fireworks.
-  Children under 16 should only use fireworks under adult supervision.
-  Always have a bucket of water or a hose nearby. If conditions are excessively dry, do not use fireworks.
-  Alcohol and fireworks do not mix.
-  Parents should pay special attention to children using sparklers. Sparklers can reach temperatures up to 1,800 degrees Fahrenheit. Children should not throw or play games with sparklers.

For more fireworks safety information, visit www.fireworkssafety.com. SERVPRO® Franchise Professionals wish you a safe and happy summer season! ■



Fireworks Injuries by Type of Device

Source: American Pyrotechnics Assoc.



* Illegal firecrackers represent 42% of all firecracker injuries.

SERVPRO®
Franchise
Professionals
help meet the
real needs of
insurers and
property
owners by
supplying
reliable and
consistent
service.

The first steps
taken in a
disaster
situation can
mean the
difference
between
recovery and
total loss.



Why Take the Risk? Call a SERVPRO® Franchise Professional. Working to make it “Like it never even happened.”



As seen nationally on: MSNBC, Weather Plus, CNN, Headline News, DIY Network, Fox News, The History Channel, and The Weather Channel.

1-800-SERVPRO

Emergency Response Matters

Because floods don't respect the 9-to-5 work day.

You've heard it said again and again: Time is money. If your business or your customer's home is under water, every minute matters. That's why SERVPRO® Franchise Professionals are pleased to offer emergency services 24 hours a day, 365 days a year.

Let's face it—floods and leaks just don't abide by normal business hours, and damage can strike a business or home at any time, night or day. So when a water loss occurs, give your local SERVPRO® Franchise Professional a call.

With more than 1,400 SERVPRO® Franchises nationwide, you can be sure peace of mind is just a telephone call away.



SERVPRO® is a Franchise System with over 39 years of leadership in cleanup and restoration. Our track record of results has earned us the trust of the insurance industry, countless homeowners, and in one unforgettable instance, even the Pentagon.

SERVPRO® Franchise Professionals are a team of specialists trained in the cleanup and care of your home, your customer's home and your business.

Quietly taking to the streets, every hour of every day, proving that whenever there is a house full of water or an office full of smoke, there is a van full of clean.

Editor: David Lavender
Senior Editor: Jessica Vaughn



SERVPRO® SYSTEM SERVICES

Restoration:

- Fire, Smoke and Soot
- Water Removal and Dehumidification
- Mold Mitigation and Remediation
- Catastrophic Storm Response
- Move Outs and Contents Restoration
- Electronics and Equipment
- Document Drying
- Contents Claim Inventory Service

Cleaning:

- Air Ducts and HVAC
- Biohazard, Crime Scene and Vandalism
- Carpet, Upholstery, Drapes and Blinds
- Ceilings, Walls and Hard Floors
- Odor Identification
- Deodorization

*Services may vary by location

© 2008 Servpro Industries, Inc. All rights reserved. SERVPRO® and the SERVPRO® design are registered trademarks of Servpro Industries, Inc.

48001-1906