



EXPERTS IN DISASTER RESPONSE AND RECOVERY SERVICES



RETAIL • EDUCATION • HEALTHCARE • MANUFACTURING • HOSPITALITY • INDUSTRIAL • GOVERNMENT



29 YEARS OF EXPERIENCE

PROVIDING EMERGENCY PREPAREDNESS AND REMEDIATION SERVICES



NRS GIVES YOUR PROJECT THE ADVANTAGE

NorthStar Recovery Services, a wholly owned subsidiary of NorthStar Group Holdings, LLC, has over 29 years of experience providing emergency preparedness and remediation services in retail, education, healthcare, manufacturing, hospitality, and industrial environments. These critically important entities cannot afford the complications associated with responders that lack the resources, expertise, and experience to prepare and recover facilities from disasters. Our proven credentials allow us to effectively resolve any situation our clients may encounter including everyday incidents, hazardous material spills, biological and chemical remediation, and recovery from catastrophic events such as hurricanes, earthquakes, floods and acts of terrorism.

When you work with NORTHSTAR, you can rest assured that you are working with a company that has the necessary resources, solid industry experience and employees whose only goal is to get your project completed ahead of schedule, cost effectively and safely.

THE NRS ADVANTAGE

We're a full-service emergency response contractor, which minimizes the need for additional contractors. We own and maintain state-of-the-art equipment, so there's less equipment rental costs. Overall you'll find NorthStar to not just be the most prepared and qualified choice, but the most cost-efficient as well.

OUR RELATIONSHIP WITH NORTHSTAR GROUP HOLDINGS, LLC

NorthStar Group Holdings, LLC has built its reputation on being able to respond to any size project and any emergency need wherever and whenever it may arise with the necessary resources and manpower to get the job done on schedule and within budget. Because our nationwide network is always within close proximity to facilities within our clients' portfolio, mobilization and transportation costs of labor, equipment, and materials are minimized. Our highly trained labor force results in the most cost-effective use of time on the job and most appropriate scope of work.



Why NRS?

- #1 Specialty Contractor in the U.S. since 1999 by Engineering News Record
- Excellent safety record for over 29 years
- Self-performance of all projects
- Largest fleet of equipment in the industry
- Licensed in all 50 states
- Bonding capability
- No cost, complimentary pre-loss assessments
- Financial strength to support projects large and small
- Experienced management & staff
- Cost-effective, on-schedule performance
- Post-loss management recovery planning
- 50+ offices and over 100 response locations nationwide, allowing us to be on the ground within hours
- Account Management Program
- Advance warning system
- Dedicated meteorologist
- Response logistics in place before a disaster strikes
- FEMA Claims Experience



QUICK FACTS

▪ Demo & Abatement Rating	#1	▪ 2013 Safety EMR	0.65
▪ Years in Business	29	▪ Average Annual Revenue	\$600 mil.
▪ Office Locations	50	▪ Aggregate Bonding Capacity	\$200 mil.
▪ Trained Field Personnel	2,500	▪ Projects completed	61,000



NETWORK OF OFFICES



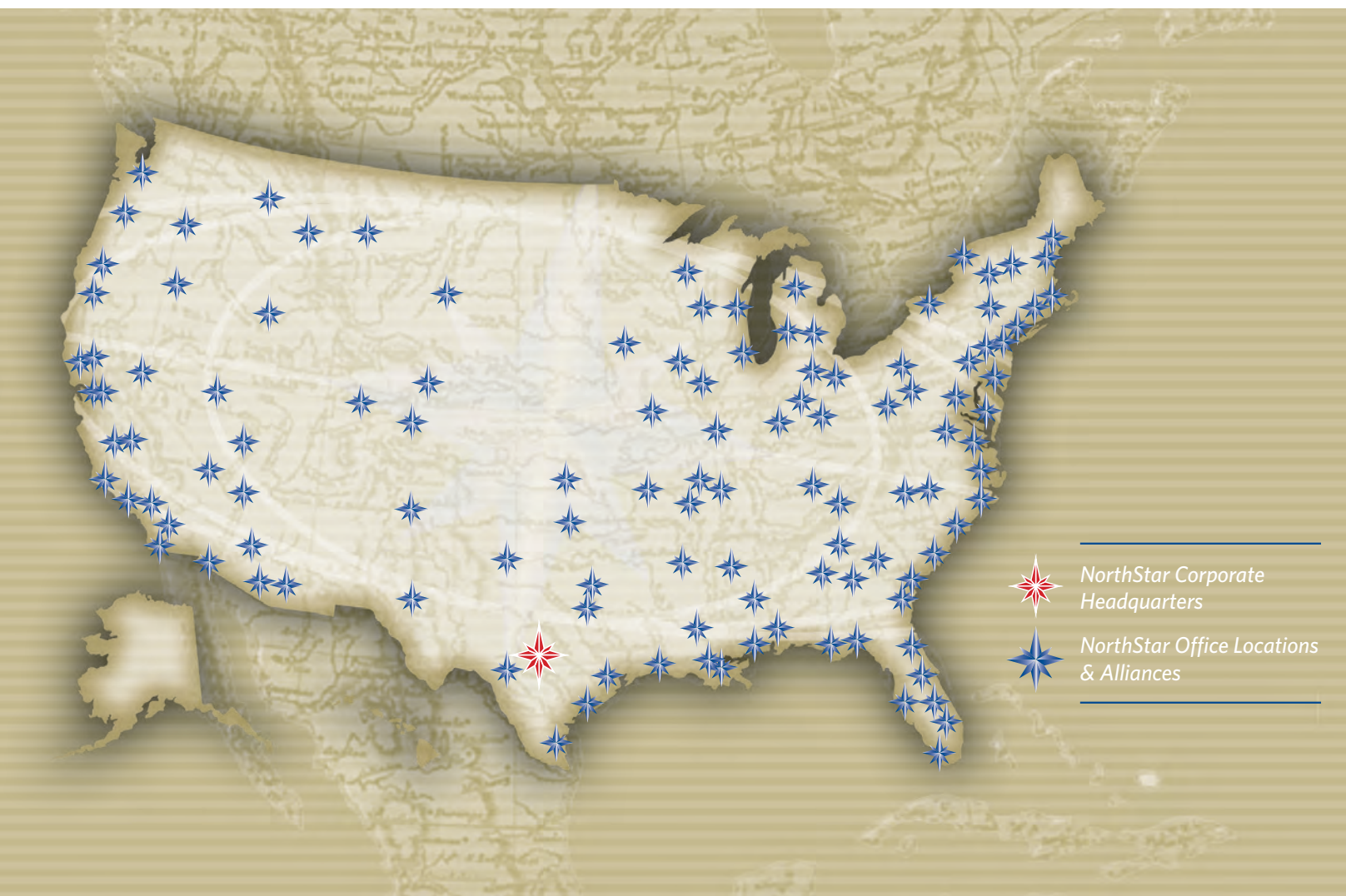
NRS SERVICES



NATIONWIDE COVERAGE, LOCAL SERVICE

NRS is licensed in all 50 states to perform emergency response services, demolition, hazardous material abatement, soil & mold remediation, along with reconstruction. With a national network of more than 50 branch offices in all major US markets, 930 integrated U.S. response locations and more than 2,500 employees, we can immediately dispatch teams that range from 10 workers to thousands depending on the scale of the emergency. Due to our strategic alliance with United Rentals, we have the largest fleet of drying equipment and emergency generators in the U.S. available at a moment's notice. NorthStar can deliver the resources, skill, and know-how to your project with aptitude and efficiency.

In short, we're everywhere you need us to be.



WHEN A DISASTER DOES STRIKE AND WE ARE ENGAGED FOR RESPONSE,

NRS performs initial safety assessments and then identifies priority areas for mitigation. An accurate reserve of the costs accompanied by a scope of work are then developed. This information is typically provided to the client within 48 hours for review, discussion and ultimately implementation. NRS is aware of the public relations aspects of a vulnerable facility, a possible evacuation, and the effect that can have on its local community if not properly managed. NRS Operations Managers maintain open lines of communication with clients and management in order to provide daily updates, including critical path items that might result in service interruptions at the facility or a delay in remediation activities.



- Emergency Response
- Fire & Water Restoration Services
- Large Loss Catastrophe Recovery
- Infection Control
- Mold Remediation
- Hazardous Material Abatement
- Biological and Chemical Remediation
- Nuclear Decontamination
- General Construction
- Fireproofing
- Smart Demo & Asset Recovery
- Structural & Interior Demolition



FIRE DAMAGE



WATER DAMAGE



WHEN THE HORROR OF FIRE LEAVES YOUR BUSINESS IN RUINS, NorthStar is the very best choice for total recovery and restoration. As a true turn-key restoration contractor, we have the skill and the manpower to quickly restore normal business operations following a fire disaster –saving you time, money and headaches.



SAVING TIME AND MONEY

For over 29 years, NorthStar has specialized in cleaning, deodorizing, decontaminating and restoring buildings and contents that have suffered fire and smoke damage. Our full service approach takes a single source responsibility to your emergency, performing such tasks as securing property, cleaning contents, pack out and long-term storage, demolition of damaged structures plus the entire rebuild back to full pre-loss condition. NRS has the capability to restore your valuable possessions at a fraction of the cost of replacement.



GETTING BACK ON TRACK

Secondary damage caused by a fire is often times not visible during the early stages following a loss. By products of various combustibles in a fire can have devastating affects on your electronic and industrial equipment as well as your IT and data systems. NorthStar is trained to perform the work required to recover your special technologies and business operations.



NORTHSTAR PROVIDES 24-HOUR EMERGENCY RESPONSE for businesses that suffer water damage. Every hour that water stands within a property lessens the chance for proper restoration of structural components and content items.



EMERGENCY CLIMATE CONTROL

When the power goes out, it's not just a matter of getting the lights back on. Equally important is returning controlled indoor environments. When major events such as a hurricane or major storm result in water damage, ensuring the indoor climate is under control is key to preventing the growth of mold and other microorganisms that thrive in these uncontrolled environments. NRS acts immediately to reduce high humidity and eliminate water damage situations. This protects our clients from additional damage which leads to more expensive cleanup and restoration in the future. Ensuring that our clients are comfortable and back in business as promptly as possible is one of our number one goals.



WE HAVE THE EXPERTISE TO PUT THINGS RIGHT FAST

Our team of drying professionals are proficient with monitoring, antimicrobials, cleaning agents, dehumidification and building sciences that guarantees our work is quality from start to finish. When the health hazards associated with water losses arise, NorthStar's stringent indoor air quality training and quality control program allows its staff to properly address these hazards. When water damages occur, let the professional staff at NorthStar work with you and your insurance company to quickly restore your property and contents.

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





ENVIRONMENTAL SERVICES



CONSTRUCTION SERVICES



NORTHSTAR IS ONE OF THE LARGEST AND MOST QUALIFIED

environmental remediation companies in the country. Proper evaluation, containment, removal, disposal and clearance by NorthStar for years has established a solid track record of trusted and proven performance. Specially trained teams utilize industry best practices to safeguard building inhabitants and return the affected environment to a healthy condition as quickly as possible.



INFECTION CONTROL

- NorthStar works in concert with facility administrators and general contractors to design and implement a series of engineering controls and physical barriers to prevent construction-related airborne contaminants from escaping work zones. These measures reduce the potential for the inadvertent cross-contamination of patient treatment areas.
- NRS infection control technicians design and construct physical barriers, strategically place air filtration equipment and create negative pressurization in order to control particulates. These activities, in conjunction with constructing ante-rooms (decontamination areas), maintaining cleanliness and establishing waste stream controls, significantly reduce the transmission of potentially infectious agents associated with the construction or renovation process.
- We have an uncompromising approach to cleanliness and containment and share our clients' mission of keeping all parties safe and healthy.



MOLD REMEDIATION

- NorthStar employees are well versed in the cleanup of indoor air contamination in mold-contaminated structures and have performed this type of work in all building structures, including but not limited to schools, hotels, government and office buildings, and retail facilities.
- We employ the most up-to-date, effective and proven mold abatement solutions. We respond promptly and provide complete mold decontamination disinfections, HEPA vacuuming, air scrubbing, sanitizing and duct cleaning to remediate affected properties as quickly as possible. We also offer drying and dehumidification services and, after removing materials beyond repair, remediate any remaining mold from building components.
- NorthStar's mold remediation and indoor air quality standards far exceed national and industry standards.



DECONTAMINATION & DECOMMISSIONING

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



THROUGH OUR ESTABLISHED NETWORK OF STRATEGIC ALLIANCES,

NorthStar provides general construction and construction management services for fire, water, large loss or other related damages throughout North America. These network relationships allow us to draw on as many skilled craftsmen as needed to work within tight time constraints. This means getting businesses back in full operation quickly.



PUTTING LIVES & BUSINESSES BACK IN ORDER.

Once restoration services are completed, it is often necessary to refinish a portion of or even rebuild most of the damaged facility. NorthStar is one of the few national companies that can offer both emergency restoration services as well as reconstruction services, saving you both time and money.

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

You'll always have the resources you need with a direct line of contact every step of the way.

Regardless of the size of your loss, whether it is commercial, institutional, or industrial, allow NorthStar to be your turnkey contractor.



THANK YOU NORTHSTAR

Thanks to NorthStar's expeditious repairs, we were able to save at least a million and a half taxpayer dollars.

- William J. Renton, Jr., U.S. Department of Justice - DEA



PRE-PLANNING & PRE-LOSS ASSESSMENT



STRATEGIC ALLIANCES



OUR PROGRAM IS UNIQUE, PLACING SUBSTANTIAL IMPORTANCE

on proactively addressing areas of concern prior to an event. NRS maintains superior levels of service through strategic planning and pre-loss assessments of our client's entire portfolio. Each facility will be assessed by our staff of highly trained operations managers to gain critical facility-specific information to assure immediate response.

Any resources identified in strategic planning meetings, pre-loss facility assessments and quarterly performance reviews are procured and pre-positioned to support our client's facilities. The pre-loss assessments are specifically designed to reduce response times, increase productivity, and minimize damage and disruption within the portfolio. Pre-loss building assessments are included in our complementary services. It is our belief that truly prioritizing our clients recovery is only achieved through active participation and due diligence.

We develop Standard Operating Procedures (SOP) for each facility. Each SOP details property-specific procedures for asset monitoring, asset protection, damage assessments, remediation, communications, reporting, and invoicing. By having the pre-loss assessment data and the SOP information available before an event, valuable time is saved and the remediation activities are expedited and streamlined when NRS is engaged.



NO COST, NO-RISK PRIORITY RESPONSE

We encourage all of our potential clients to sign a Master Services Agreement (MSA). When we develop relationships with clients in preparation for rather than in response to a disaster, recovery time is faster and business disruptions are minimized.

Perhaps the most important benefit enjoyed by clients who sign an MSA is priority response in a catastrophic event.

Priority response obviously minimizes your costs, losses and interruptions. But when coupled with NRS pre-planning and pre-loss assessment, NRS priority response is a powerful defense against the kind of post-catastrophe loss of records, business, staff and customers that often proves fatal to businesses.



ADVANCED WARNING SYSTEM

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

Our private weather monitoring services includes our own staff meteorologist, helping us to develop the most accurate intelligence regarding exposure and impact reporting, and stage recovery equipment well in advance of an event.



UNITED RENTALS STRATEGIC ALLIANCES

In catastrophic situations, our clients don't have to wait for the power to come back on. NRS and United Rentals have formed a strategic alliance unlike any in the industry. This alliance leverages the power of the largest pool of cross-trained project management and labor force and the largest equipment fleet in the nation.

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



NRS & UNITED RENTALS ALLIANCE

- LARGEST FLEET OF DRYING AND PORTABLE POWER EQUIPMENT IN THE U.S.
- AIR MOVERS
- LOW GRAIN REFRIGERANT DEHUMIDIFIERS
- 5000 CFM DESICCANT DEHUMIDIFIERS
- 52' SEMI TRAILERS
- 32' RESPONSE TRAILERS



THANK YOU NORTHSTAR

I'm glad to know that your company is as dedicated to its customers as we are to ours.

- Thomas Trudo, Starwood Hotels



BONDING CAPACITY & WORKFORCE



TARGET ZERO SAFETY PROGRAM



FINANCIAL STRENGTH TO PERFORM ANY SIZE PROJECT

Thanks to our industry-leading bonding capacity of \$200 million and insurance coverage of \$25 million, property owners can be assured that we'll fulfill the contract on time, within budget and according to specifications. The issuance amount of the performance bond typically equals 100 percent of the original contract price. And because we have significant bonding availability as a company, we can support multiple, simultaneous bonded projects.

Our bonding capacity provides two additional distinct advantages over competitors. First, it allows us to secure and service large government and other projects for which smaller competitors cannot qualify because of bonding requirements. Second, it helps to instill client confidence in our ability to guarantee project performance.

Our primary insurance package includes commercial general liability and automobile liability coverage. The company also has umbrella coverage for commercial general liability, pollution liability, automobile liability and employer liability.

We also maintain full workers' compensation insurance and participate in programs in certain states where required. And we also participate in a workers' compensation loss-sensitive program with an independent insurance company.

MOST QUALIFIED TEAM IN OUR INDUSTRY



With more than 100 project managers and 100 superintendents, the strength of the NRS team far surpasses other firms in our industry. Our key managers average more than 25 years relevant industry experience, and our current workforce includes 2,500 cross-trained workers deployed throughout the U.S.

Our employees are cross-trained and licensed to meet all HAZMAT and abatement worker requirements. For over 29 years, we've had full regulatory compliance with hiring practices, receiving no citations. Our record of excellence extends to health and safety and environmental regulatory compliance as well. With such a stellar team, it's no wonder our projects are completed on time and within budget.

THANK YOU NORTHSTAR



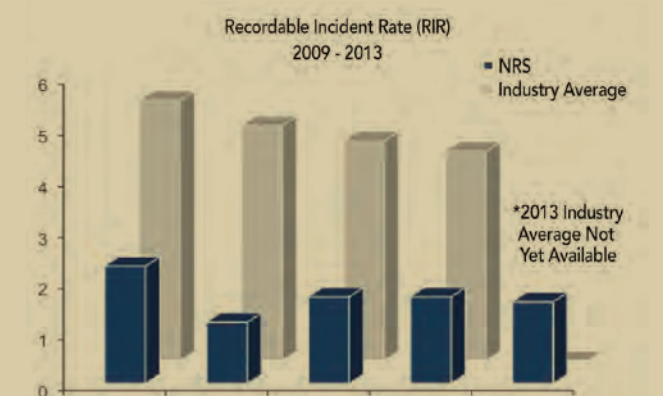
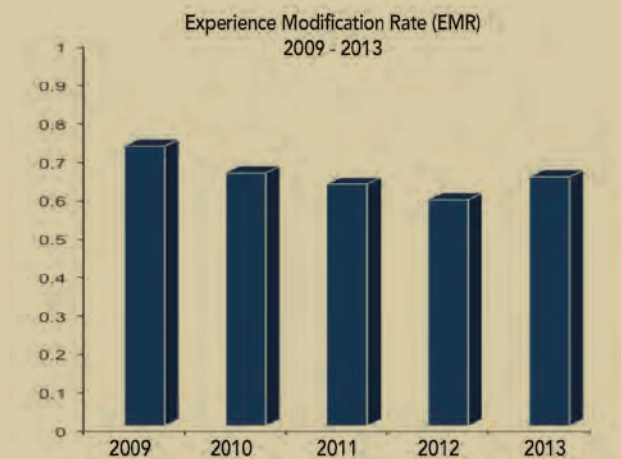
In comparison to other contractors on previous projects, NorthStar has proven to be the most responsive and cooperative. - Mark Kline, Actus Land Lease

SAFETY IS NOT A GOAL, IT IS OUR RESPONSIBILITY



We give special consideration to regulatory compliance. We have the licenses, certifications, and credentials to deal with these challenges during remediation, including asbestos, lead based paint, hazardous materials, and biological and microbial contamination. We also have significant experience with infection control at hospitals and healthcare facilities.

Our mantra is "Target Zero." Safety is not just our goal, it is our responsibility. With statistics well below industry averages, safety is one more competitive advantage clients enjoy with NRS.



OVER 29 YEARS OF SERVICE TO INDUSTRY LEADERS



GENERAL CONTRACTORS

AECOM
Balfour Beatty
BNBuilders
Bovis Lend Lease
Burns & McDonnell
Clark Construction
DPR Construction
Gilbane Building Co.
Hensel Phelps
McCarthy Building
NOVO Construction
KBR
PCL Construction
Shaw
Skanska
Swinerton
TRC
Turner Construction
Tutor Perini
Webcor Builders
Whiting-Turner

TECO

Xcel Energy

OIL & GAS

British Petroleum
Chevron
ConocoPhillips
Dow Chemical
ExxonMobil
Marathon Oil
Sunoco
Valero Energy

EDUCATION

Colorado
Harvard
NYU
Stanford
UC Berkeley
UCLA
UCSD
USC
Yale

NUCLEAR

DOE
Magnox
University of Arizona
University at Buffalo
University of Illinois
University of Washington

POWER

ConEd
Dynegy
HECO
National Grid
NRG Energy
NYPA
PG&E

HEALTHCARE

CHC
Cedars Sinai
Children's Hospital
Christus Hospitals
HCA
Hoffman
Kaiser
Long Beach Medical Center
Mass General
St. Jude
Yale New Haven
Pharmaceuticals
AbbVie
Pfizer
Merck

COMMERCIAL

AIG
AT&T
Bank of America
CBRE
Comcast
Goldman Sachs
Hines
JCC
JP Morgan Chase
Liberty Mutual
Equity
MetLife
NYSE
Prudential
Related
TIAA-CREF
Time Warner
Wells Fargo

HOSPITALITY

Felcor

Hilton

Host

Hyatt

Marriott

Sheraton

Starwood

Ritz Carlton

W Hotels

GOVERNMENT

DHS
DOE
FAA
FDA
NASA
NAVFAC
NNSA
NPS
USACE
USAF
USCBP
USCG
USPS
VA
WHS
Retail
Disney
Home Depot
JC Penney
Kohls
Kroger
Macy's
Sears Holdings
Staples
Target
Verizon
Walgreens
Walmart

WE'RE ALWAYS READY - WHEREVER AND WHENEVER YOU NEED US

THANK YOU NORTHSTAR



NorthStar has distinguished itself as the best in the business.

- Jeff Warren, Point Beach Nuclear Plant



24 HOUR EMERGENCY RESPONSE | (800) 283-2933



200-B Parker D #580, Austin, Texas 78728 | 800.283.2933 | www.NorthStar-Recovery.com