DISASTER RESPONSE

WATER

FIRE & SMOKE

MOLD

WIND & STORM

BIOHAZARD

ICE & SNOW

YOUR LIFE RESTORED.™

www.TeamDR.com | (844) 315-3100

CAPABILITY STATEMENT

DISASTER RESPONSE

CORE ELITE MEMBER

Disaster Response is the proven leader in emergency restoration services. If the unthinkable happens, such as fire damage, water damage, storm damage, mold, or any other property damage disaster, our team of professionals are here to help.

OUR CORE CAPABILITIES

- Fire Damage
- Water Damage
- Mold Remediation
- Wind & Storm Damage
- Ice & Snow
- Biohazard Cleanup
- 24/7 Emergency Response
- Free Damage Inspection
- Board Up and Temporary Repairs
- Disinfection & Sanitization
- Contents Packout and Cleaning
- Document and Electronics Restoration

What makes Disaster Response the proven leader in restoration services?

- Our People
- Our Core Values
- Northwest Born Company

Our Values:

- Deliver Excellence
- Be Fully Accountable
- Dedicated to Serve Humbly
- We Are Unified

The DR Difference:

- IICRC Certified Technicians
- Multi-Industry Expertise and Acreditations
- Exceptional Standards of Excellence
- Cutting Edge Job Management Software
- Client Collaboration and Transparency
- Team of Master Builders, Remediation Experts, and Mitigation Technicians
- Full-Service Restoration from Mitigation to Repairs
- In-House Contents Restoration Team

Our Capacity: Disaster Response has the capacity to handle residential and commercial losses. Our services extend to schools, office buildings, libraries, military bases, and other government properties. Additionally, being a CORE Elite Member gives us access to the top restoration companies as a resource in the nation.

We work with all insurance carriers, providing detailed estimates that meet and exceed industry standards. We work closely with insurance carriers to provide a clear plan to restore properties back to pre-loss condition.

LICENSES

- WA - DISASRL846KQ
- ID - RCE-41
- OR - 210295
- FL - CGC1533133

CERTIFICATIONS

- LEAD-SAFE - NAT-F158733-3
- IICRC - 220136
- WAC 365-230 - R7699
- RIA - 65348745

BBB ACCREDITED BUSINESS A+ rating

IICRC CERTIFIED FIRM

Remodeler 500

ABOUT TEAM DR

YOUR PROPERTY DAMAGE EXPERTS

As the largest restoration company in Idaho, **Disaster Response** is committed to providing top-tier restoration services for any situation, big or small. Since being founded in 2011 by our owner, Beau Value, we've been dedicated to upholding our four core values:

Team DR takes pride in our industry certifications and the trust we've built over the years. We are able to handle any restoration need with expertise and care. Our teams are available 24/7/365 to take on residential and large losses within our local communities. Additionally, our ***large-loss catastrophe (CAT) team*** is prepared and ready to travel nationwide for large commercial losses and catastrophe events. With a multitude of experience in a variety of industries, we are confident in our ability to handle jobs of any size. Our large-loss experience ranges from hospitals and schools, to hotels and large industrial as well as multi-purpose buildings.

As a proud member of Core Group Restoration's Elite Network, we stand among the most vetted and trusted restoration companies in the nation - a true testament to our commitment to excellence.

Disaster Response is and award-winning restoration company. For the past ten years, Disaster Response has proudly ranked among the nation's Top 500 Remodelers. We've been honored with CORE Group's Award of Excellence in both 2021 and 2023, and in 2025, we were named Northern Idaho's Top Restoration Company. That same year, we received Goldmorr's national award for Most Trained Team, along with five separate recognitions as one of the Best Places to Work in Idaho. Most recently, we earned a spot on the Inc. 5000 list for 2025, placing us among the fastest-growing private companies in America.

At **Disaster Response**, we are more than just a restoration company - we are a dedicated team committed to rebuilding lives and communities with integrity, excellence, and unwavering support. Trust **Team DR** to stand by your side when it matters most, restoring not just properties, but also peace of mind.

Your Trusted Partner for Excellence in Commercial and Large Loss Property Restoration.

INDUSTRY EXPERTS:

- EDUCATION
- HEALTHCARE
- MULTIFAMILY
- GOVERNMENT
- COMMERCIAL USE
- HOSPITALITY
- NATURAL DISASTERS

Disaster Response is your trusted partner for excellence in *commercial and large loss property restoration*. Whether it's water damage, fire and smoke damage, mold remediation, or wind and storm damage, our team is extensively trained and ready to respond. With years of experience across industries, from hospitality and healthcare to retail and multifamily, we've got your restoration needs covered. Our team cares deeply about getting you *back to business as quickly as possible*, ensuring that every step is handled with expertise, precision, and dedication. When disaster strikes, you can count on Disaster Response to deliver exceptional service, every time.

CASE STUDY

THE VILLAGE AT RIVERSTONE

Coeur d'Alene, ID

LOSS EVENT: **FLOOD**

Record cold temperatures in a mixed-use development in Coeur d' Alene, ID led to a sprinkler line failure in a second level condominium unit. The water affected multiple condominiums and the retail and office spaces on the first floor.

CHALLENGES:

The complexity of the loss was not in the mitigation or repair of the damage, but in the nature of the ownership of each of the spaces. **Disaster Response** had to coordinate with The Village of Riverstone HOA for the common areas, each of the condominium unit owners, the retail and office space lessees, and multiple insurance carriers.

SOLUTIONS:

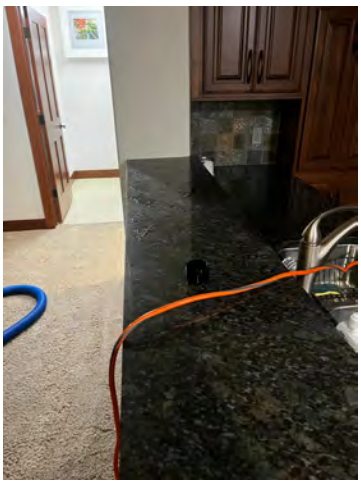
In a mixed-use property, the key to handling a large loss is through excellence in communication. When the loss occurred, The Village at Riverstone was not a current customer of **Disaster Response**, thus there was no emergency response plan in place that would have provided the details to quickly address the situation.

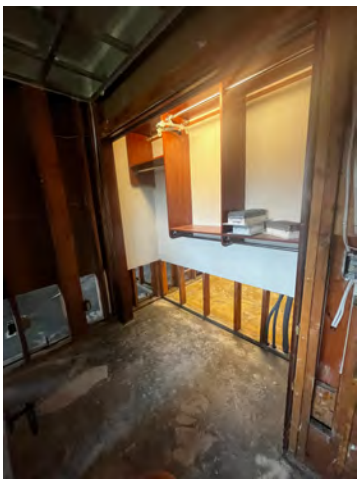
Disaster Response has experience with these types of losses, so they quickly engaged the fire department, the property management company, and the HOA. The HOA provided the information for each of the condominium owners, and this quick action led to immediate on-site mobilization and stabilization.

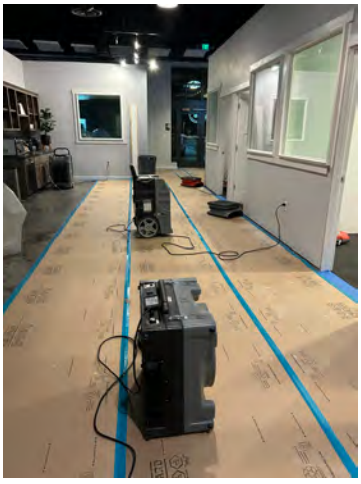
Due to the speed of the response, the impacted units did not sustain huge losses, and the demolition, dry-out, and repairs were handled smoothly and efficiently.

OUTCOME:

Due to the rapid response and the delivery of excellence, The Village of Riverstone continues to engage **Disaster Response** whenever disaster strikes.







CASE STUDY

SOLENZARA CONDOMINIUM ASSOCIATION

Bonita Springs, FL

LOSS EVENT: **HURRICANE**

On September 28th, 2022, Category 5 Hurricane Ian made landfall on the west coast of Florida becoming the third costliest weather-related disaster ever recorded worldwide. **Disaster Response's Catastrophe Team** responded to the area to assist with the mitigation and cleanup efforts to a twelve-unit condominium complex hit by the storm surge.

CHALLENGES:

A significant challenge after such a devastating event is gaining safe access to the impacted areas with the people and equipment needed to get the job done.

The beach complex suffered a direct hit with the storm surge causing significant damage.

SOLUTION:

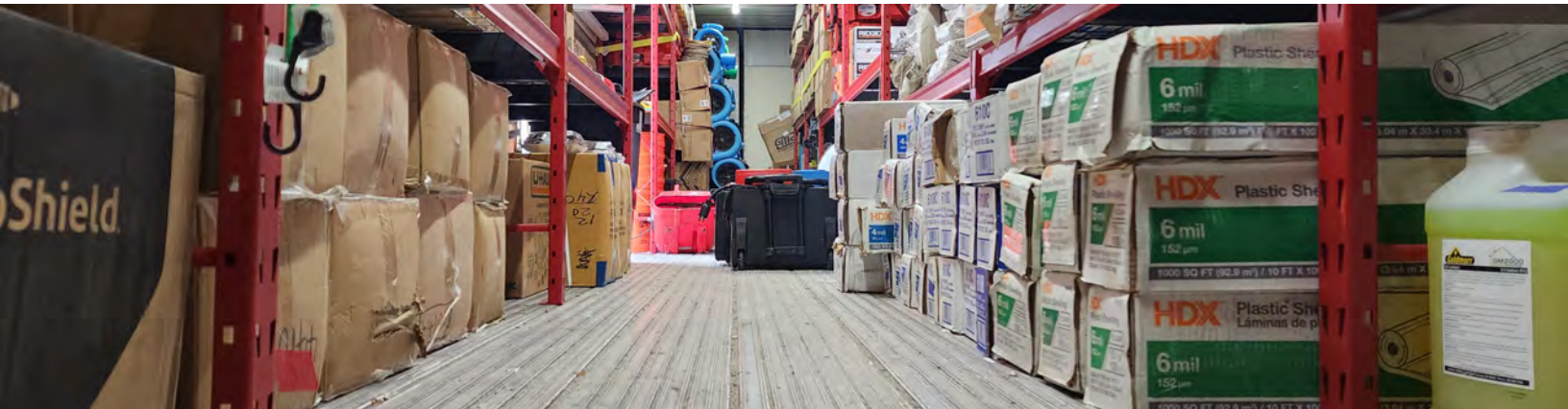
The **Disaster Response Catastrophe Team** responded and immediately implemented their Catastrophe Protocols.

After securing all authorizations, setting-up a command post, securing the site, and gathering all of the needed equipment and supplies, they jumped-into action.

The work included multiple managers, supervisors, and technicians to clean the interior and exterior premises and to make each of the units ready for rebuilding.

OUTCOME:

The multi-week process was successful in turning the property over to the reconstruction crews while the **Disaster Response Catastrophe Team** continued to help other storm victims.



CASE STUDY

TRI-STATE MEMORIAL HOSPITAL
Clarkston, WA

LOSS EVENT: FIRE

Tri State Memorial Hospital hired **Disaster Response (Idaho's Award-Winning professional restoration company)** to assist in the development of a fire, smoke mitigation, and restoration protocol after experiencing a fire in a Clean Storage area. The fire was contained within the Clean Storage area, but the fire's smoke propagated to a much larger area that included 14 additional spaces throughout the hospital.

DISASTER RESPONSE SOLUTION:

After the Fire Department secured the area, **Disaster Response** led the restoration effort. The Fire Department had worked with **Disaster Response** on prior emergencies and knew that they could manage this difficult project while adhering to hospital compliance needs.

Disaster Response received the call in the early hours and was onsite immediately to investigate and stabilize the impacted areas. The initial stabilization effort began with the onsite team meeting with hospital leaders to provide a thorough plan to help the hospital recover, identify and work with insurance representatives, restore for business continuance, and lastly prepare for reconstruction.

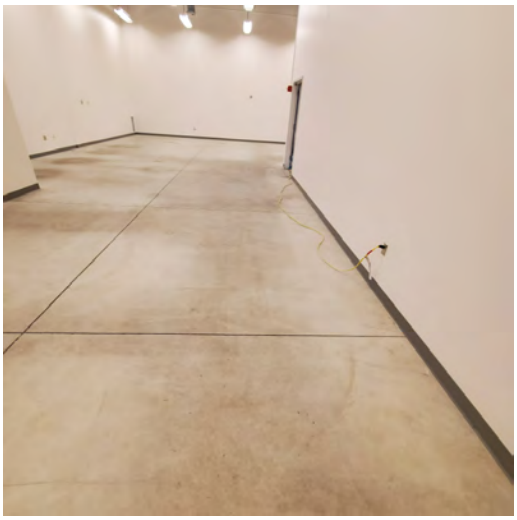
Disaster Response knew the criticality of delivering excellence for this customer. Their in-house industrial hygienist created a detailed protocol centered around multiple containments and negative air, soot cleaning with HEPA vacuuming, air filtration, duct cleaning, deodorization, testing and final prep for reconstruction.

KEYS TO SUCCESS:

Planning and communication between the hospital and the mitigation team was the key to success. Maintaining a strict adherance to schedule allowed for quick mobilization and seamless execution. The decontamination protocol allowed the **Disaster Response** reconstruction team to join the project for the rebuild immediately after completing mitigation. The reconstruction efforts relied on both in-house and sub-contractor teams to be unified, with project management communication as another key to flawless execution.

In the end, **Disaster Response** was fully accountable for the outcome of this project. The detail and precision of the mitigation, followed by the execution of the reconstruction team, brought the hospital's impacted areas back online for patient services.

Since this project, the team at **Disaster Response** continues to be the go-to partner for Tri-State Memorial.



CASE STUDY

US FEDERAL COURTHOUSE

Coeur d'Alene, ID

LOSS EVENT: **FLOOD**

A toilet on the third floor of the US Federal Courthouse building in Coeur d'Alene, ID, managed by Kiemle & Hagood, caused damage to multiple floors. This building includes the clerk's office, US Marshals, and Probation and Pretrial Services.

CHALLENGES:

Our team needed to separate affected areas from unaffected ones using a STARCS containment system, only available in Minnesota. One key challenge was sourcing this containment system from Minnesota, in a timely manner to ensure project deadlines were met. Given the nature of this building, another challenge was coordinating with various departments with areas that have restricted access. The presence of sensitive paperwork and other items required careful handling.

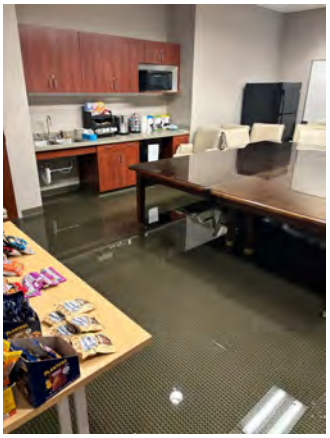
SOLUTIONS:

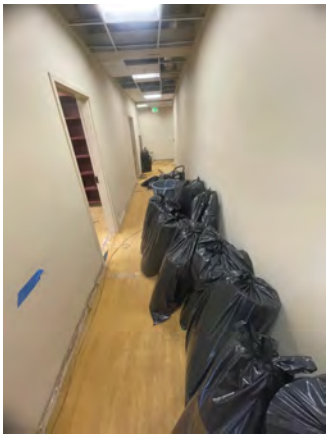
As part of our initial response, Disaster Response quickly contacted multiple resources to locate a STARCS containment system. During the restoration, we coordinated schedules with department leaders to ensure minimal disruption.

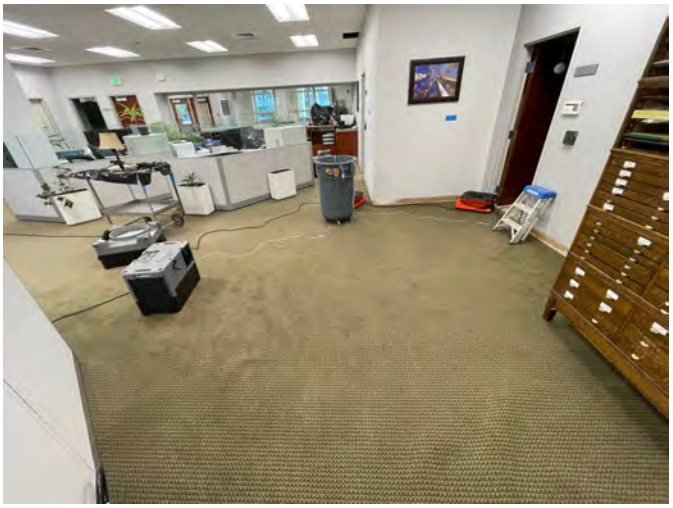
To handle sensitive contents, we collaborated swiftly with First Team while we employed advanced drying techniques for effective water extraction. Our daily communication with stakeholders, including Kiemle & Hagood's property manager, was crucial for coordinating the project and maintaining transparency.

OUTCOME:

The project was completed successfully, receiving a 5-star review and commendations from the US Court Judge. The incident reinforced the professional relationship with Kiemle & Hagood, highlighting the importance of Disaster Response's swift and efficient actions. The success ofthis project emphasized the potential benefit of acquiring a STARCS system for future responses. This project was well-executed, meeting all client needs and maintaining operational continuity for the courthouse.





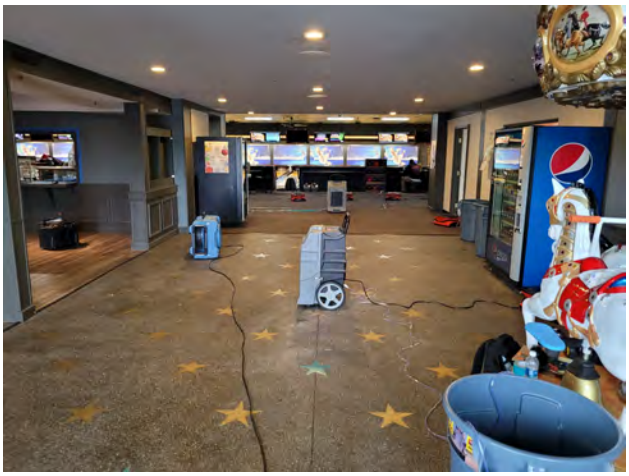


CASE STUDY

PLAYERS AND SPECTATORS
Spokane Valley, WA

LOSS EVENT: **FLOOD**

In January 2024, Players and Spectators, a full-service entertainment center with 24 bowling lanes, pool tables, dart boards, a 3,000-square-foot arcade, and a restaurant, experienced significant water damage due to a sprinkler system malfunction.



DISASTER RESPONSE SOLUTION:

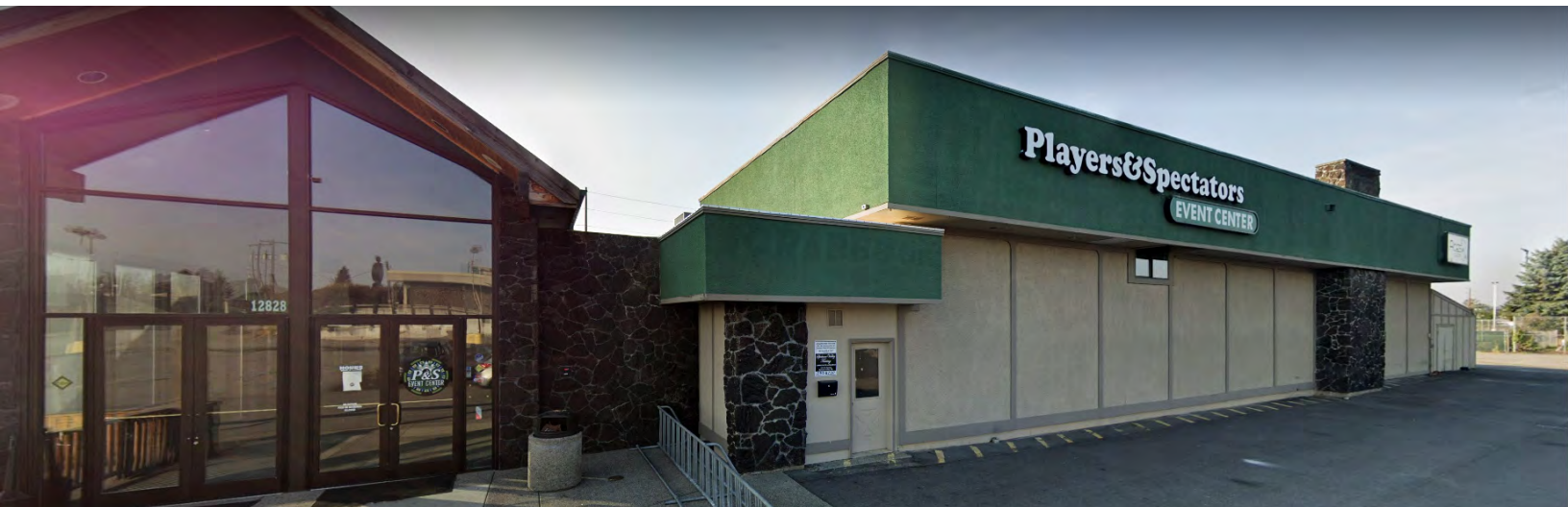
Disaster Response was called to manage the mitigation and repair, which became more complex when a second sprinkler failure occurred, extending the timeline.

The team swiftly initiated containment and deployed drying equipment to mitigate the damage. After coordinating with specialists to repair the fire suppression system, **Disaster Response** redeployed following the second malfunction. This recurrence necessitated extended drying efforts and careful project management.

KEYS TO SUCCESS:

The team's strict adherance to industry standards, and use of advanced drying equipment and containment measures limited the spread of water damage. Disaster Response's continuous communication with property management and insurance adjusters ensured transparency, helping resolve any disputes regarding the drying timeline and equipment usage.

This project exemplified Disaster Response's ability to manage large-scale water damage mitigation projects, even in high-traffic, multi-use facilities. Our commitment to transparency, communication, and industry compliance ensured a successful outcome, reinforcing their reputation for professionalism and reliability in challenging situations.



CASE STUDY

LEWIS-CLARK STATE COLLEGE
Lewiston, ID

LOSS EVENT: **FLOOD**

In January 2024, Lewis-Clark State College (LCSC) faced a serious flooding issue when a burst pipe caused water to infiltrate two key buildings: the Student Union Building and Sacajawea Hall. The college needed an immediate, expert response to mitigate the damage, prevent further deterioration, and avoid long-term risks such as mold growth.

DISASTER RESPONSE SOLUTION:

Disaster Response quickly mobilized, arriving on-site with a fully equipped team ready to take control of the situation. Their swift action included setting up containment zones to halt the spread of water, extracting floodwater from both floors, and deploying over 100 pieces of advanced drying equipment. The team immediately removed waterlogged ceiling tiles and began thorough moisture monitoring, ensuring that no hidden pockets of moisture remained.

Despite the extensive damage, **Disaster Response** worked hand-in-hand with the college's staff to keep the disruption to a minimum. Their expertise allowed the college to continue limited operations even as the restoration work was underway. Coordination with the insurance adjuster ensured that all costs and project details were swiftly approved, maintaining momentum throughout the process.

By the end of the project, **Disaster Response** had successfully dried and stabilized both buildings, preparing them for the next phase of reconstruction. LCSC's facilities management team praised the professionalism and efficiency displayed by Disaster Response, expressing satisfaction with the timely and effective handling of the emergency.

This project demonstrates **Disaster Response's** capability to manage large-scale water mitigation projects in educational settings, ensuring a quick recovery and minimal disruption. Their ability to deliver results under pressure solidifies their standing as a trusted partner in times of crisis.

CASE STUDY

PARKVIEW EARLY LEARNING CENTER
Spokane, WA

LOSS EVENT: **FLOOD**

In January 2024, Parkview Early Learning Center experienced significant water damage when a fire suppression line burst, impacting 6,668 square feet and 12 rooms across two floors. **Disaster Response** was brought in to manage both mitigation and reconstruction, ensuring minimal disruption to the center's operations while prioritizing child safety and compliance with regulations.

DISASTER RESPONSE SOLUTION:

Disaster Response quickly developed a plan with school staff, licensing officials, and board members. The team focused on drying out the entire structure, prioritizing the demolition and reconstruction of the first floor to restore operations as quickly as possible. Special attention was given to making the kitchen, located in the basement, operational early on, as it was essential for meal preparation.

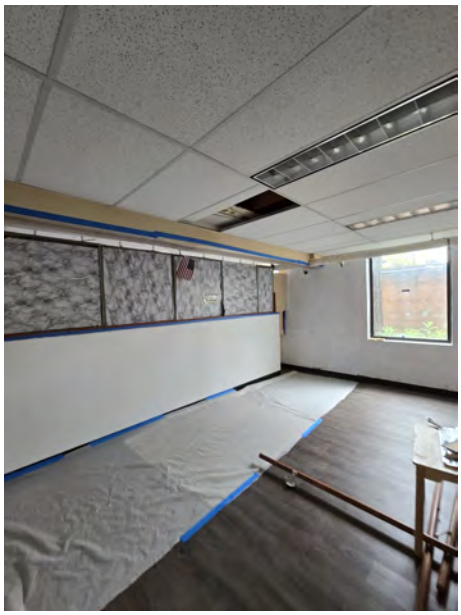
To ensure child safety, containment barriers and a demising wall with a five-foot handle were installed to isolate the basement workspace and prevent children from accessing the construction areas. Non-toxic materials were used throughout the rebuild to maintain a safe environment for both staff and students.

In an innovative collaboration to avoid income loss for school staff, the **Disaster Response** project manager worked with school personnel to handle cleaning and contents management on the first floor. This allowed the school staff to continue working during the restoration, minimizing their loss of paid hours and helping the school maintain its workforce.

In just two weeks, the **Disaster Response** team dried the structure, completed the first-floor rebuild, and passed all necessary inspections. Following that, the team shifted focus to the basement, using a separate entrance to complete the remaining reconstruction work with minimal disruption to school operations.

CONCLUSION:

Disaster Response's ability to manage both emergency mitigation and reconstruction, while coordinating closely with school staff and prioritizing child safety, ensured a successful outcome. By executing a swift and strategic plan, the team minimized downtime and income loss for the school, restoring Parkview Early Learning Center to full capacity within a tight timeline. This project reinforced **Disaster Response's** reputation for delivering reliable and professional restoration services.



CASE STUDY

ST. LUKES MEDICAL CENTER
Boise, ID

LOSS EVENT: **FLOOD**

In March 2024, St. Lukes Medical Center suffered a sewage leak affecting multiple rooms and levels in the hospital. The incident occured when a sewage line was damaged during building maintenance, resulting in Category 3 water contamination across a hallway and several rooms. **Disaster Response** was called upon discovery to mitigate damages.

DISASTER RESPONSE SOLUTION:

Disaster Response promptly initiated containment efforts and moved contaminated content to minimize exposure. The team set up the first containment area, disinfected and decontaminated the restroom, and removed all Category 3 water from the affected areas.

Comprehensive safety assessments were conducted routinely and the team maintained emergency protocols leaving access to exits clear.

CHALLENGES:

Due to the strict sanitary requirements and the nature of a hospital environment, a secondary containment chamber needed established at access points to the contaminated area. Maintaining negative air pressure and using air filtration devices was critical to the process, ensuring the highest standards of safety and cleanliness. Additionally, proper placement of equipment was key to minimizing disruptions to the facility traffic flow.

KEYS TO SUCCESS:

The **Disaster Response** team continuously collaborated with appropriate personnel to review scope of work and to ensure project deadlines were met. The utilization of on-site testing for contaminants and potential hazards was conducted through a certified third-party testing agency.

CONCLUSION:

The project concluded with a complete and thorough mitigation, leaving a safe environment for staff and patients. The hospital management expressed high satisfaction with **Disaster Response's** professionalism and knowledge, reflecting the successful execution of the project. **Disaster Response** demonstrated its capabilities in handling complex, large-loss water damage situations in a hospital setting.

The True Measure of Trust is in our Clients' Testimonials.

TYLER VARNELL, PLANT OPS MANAGER | NORTHWEST SPECIALTY HOSPITAL

"We thank you and your team for the quick response when we were in need. Everyone that we dealt with was professional and quick to jump on anything that we needed done. There was quick turnaround time and willingness to work with our crazy hours now that we have expanded so much. Thank you. We look forward to doing work with you again."

TESSA GEFFRE, CSA | AMERICAN INSURANCE

"Disaster Response is always the first company I recommend to anyone dealing with emergency building losses. Their team works efficiently and with great communication to get everything taken care of from the estimate, to clean up and repair. We hear nothing but great feedback from all customers sent their way. I cannot recommend them highly enough for their great disaster response services!"

JASON DOLLOPH, CPM | BLACK REALTY MANAGEMENT, INC.

"Disaster Response did a fantastic job for us after a fire suppression water line froze and burst, sending thousands of gallons of water into the daycare center. They had the manpower, the equipment, and the ability to mobilize and get to the scene very quickly. I have worked with many other remediation companies, but have never felt more comfortable than I did working with Disaster Response. We were humans with human problems that they wanted to help us with, instead of being a number they could send a bill to."

RYAN GEHRING, DIRECTOR OF MAINTENANCE | **WASHINGTON STATE UNIVERSITY**

"From the moment they arrived, their professionalism and efficiency were evident. They quickly assessed the situation, deployed drying equipment, and began planning mitigation efforts within the building - all while maintaining clear communication and a reassuring presence. Their ability to mobilize quickly and provide expert mitigation support played a critical role in minimizing damage to our facilities. I would not hesitate to recommend Disaster Response to any organization in need of disaster recovery and emergency mitigation services."

PETE CHITTENDEN, COO | **DABCO PROPERTY MANAGEMENT**

"One of the most challenging aspects of Property Management is affectively handling emergencies when disaster strikes. Disaster Response have been incredible business partners and always there when we need them the most. Their professionalism, attention to detail, and overwhelming calm demeanor has brought comfort to our staff, residents, and clients time and time again. Disaster Response are there when you need them the most and we are thankful for all they do!"

CHERYL KLEIN, SENIOR PROPERTY MANAGER | **KIEMLE HAGOOD**

"Thank you so much for how the Disaster Response team took care of the US Courthouse building in Coeur d'Alene after the water incident that occurred. I have worked with several mitigation companies in the Pacific Northwest over the years and this by far has been the smoothest operation during such a disaster. The Disaster Response team was knowledgeable, communication was excellent, and their attention to detail was unmatched. I truly appreciate this excellence when working with any contractors."

Team DR Priority Care Program

Your business, our priority. Expert emergency planning and rapid response *when it matters most*.

The **Team DR Priority Care Program** is designed to streamline your operations, reduce costs, and ensure consistent, high-quality service.

HERE'S HOW WE DELIVER VALUE:

1. **INCREASED EFFICIENCY:**
   - Pre-negotiated terms eliminate repetitive contracts for 3 years
2. **CONSISTENCY AND RELIABILITY:**
   - Uniform service standards across all projects
   - Dedicated account management for seamless communication
3. **PRIORITY RESPONSE:**
   - 24/7 emergency support with guaranteed response times
   - Priority scheduling during peak demand periods and catastrophic events
4. **RISK MITIGATION:**
   - Proactive inspections to prevent costly disruptions
   - Comprehensive compliance and incident reporting
   - Complimentary emergency response plan with digital access to be completed in 3 months of a signed MSA (Master Service Agreement)
5. **COST SAVINGS:**
   - Custom pricing on services
   - Locked in term pricing

WHAT'S INCLUDED:

- ***Customized Service Plans:*** Tailored to your specific needs and industry requirements
- ***Preventative Maintenance:*** Yearly site inspections and risk assessments
- ***Detailed Reporting:*** Transparent progress reports and risk assessments
- ***Daily Communication:*** We provide a 24 hour progress report to the properties point of contact
- ***Exclusive Training:*** Emergency preparedness and risk management training for your team
- ***Annual Strategy Review:*** Performance reviews and future planning to ensure continuous improvement

BE PREPARED BEFORE DISASTER STRIKES.

Gain priority access today by reaching out to one of our Team DR Business Development Managers.

TEAM DR MEDIA

Scan the QR codes below to watch Team DR in action - supporting our community, mobilizing for large-loss efforts, and showcasing our expertise in commercial restoration.

See why businesses trust us to deliver ***when it matters most***.

COMMUNITY SUPPORT:

OWYHEE COUNTY MUSEUM:

MOSCOW, ID - COMMERCIAL

MOSCOW, ID - COMMERCIAL

YOUR LIFE RESTORED.™