

Rolyn

Corporate Newsletter

Winter 2010



Welcome to Rolyn's Inaugural E-Newsletter!

Hello,

I hope this newsletter finds you making a great start to the New Year. At the request of our clients, Rolyn is launching this inaugural e-newsletter. Each quarter we'll bring you helpful disaster preparation, recovery, restoration, and reconstruction information. Plus we'll bring you information on mold remediation, indoor air quality, and infection control. It will include case studies, new industry developments, tips for property owners and managers, information for healthcare infection control practitioners, risk managers, and much more.

Let us know what you think by sending your comments and suggestions to newsletter@rolyncompanies.com. Enjoy this inaugural newsletter and we look forward to hearing from you.

Regards,
Sam Bergman
CEO

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Make 2010 the Year You Create a Disaster Plan

No business should operate without a disaster plan in place. Time and again, in the aftermath of natural disasters - floods, fires, hurricanes, etc., it's those businesses with a plan in place who suffer the least. The Institute for Business and Home Safety reports, "At least one-fourth of all businesses that close because of a disaster never reopen." Make 2010 the year you resolve to create a disaster plan for your company or organization's structural assets.

Having a written disaster plan for your buildings will:

- minimize the size of your losses
- help ensure business continuity
- reduce lost revenues
- may even reduce property insurance rates
- ensure that property managers and facilities personnel know what to do prior to and immediately following a disaster



Don't know where to start? Contact Rolyn and ask about our [Priority Service Agreement \(PSA\)](#). Rolyn's PSA gets you well along the road to having a disaster plan because it allows you to decide on rates and payment terms before a disaster. We will not only give your property(s) priority response in the event of an emergency, but there is also the opportunity for a pre-loss site visit to discuss any special needs and note specific aspects of your building, such as water and other utility connections and shut-offs, or the presence of hazardous materials.

We can discuss ways to mitigate damages, from simple things like the proper placement of computers and other sensitive equipment, to more complicated measures like installing a larger fuel tank so you can run your emergency generator longer. Rolyn also provides communication tools such as letter templates, emergency contact key tags, and laminated emergency contact sheets, so it's easy for you to notify everyone in your organization about your emergency procedure and who to call.

Depending on the age of your facilities, it may make sense to conduct a thorough facility assessment that includes a prioritized list of capital improvement/refurbishment projects (installing windows that meet new hurricane codes for example) and a property insurance review. Rolyn can put together a team of professionals to perform these services for you. So don't delay, make this one resolution you'll keep!

UV-Generated Ozone Meets LEED® Requirements: Rolyn Writes First Ever Protocol

In 2009, Rolyn co-wrote the first ever protocol for using ozone to remediate fire and smoke related odors in a Leadership in Energy and Environmental Design (LEED®) Gold Certified commercial building. This protocol demanded the UV-generated ozone technology to meet the stringent environmental impact requirements of the LEED Gold certification that the building owners were determined to maintain, even after the fire.

While ozone has been used for many years as a remediation tool, especially for removing odors, only recently has ozone been used in LEED certified buildings. The more commonly used corona discharge type ozone generators give off nitrogen oxides as a by-product, thus failing to meet the environmental and indoor air quality requirements for LEED certification. However, Rolyn's proprietary UV-generated ozone systems are an efficient and clean solution.

UV-generated ozone uses ultraviolet lamps to create ozone in much the same way that nature does, via sunlight, and generates no harmful by-products. UV-generated ozone systems don't require air dryers to be effective in humid environments, unlike the corona discharge type ozone systems.



Mr. Michael Rabil, Rolyn's Project Manager and co-writer of the LEED ozone remediation protocol, commented, "Since no one had ever used ozone to remediate fire damage in a building that was being constructed to meet LEED Gold certification, we had to formulate a new protocol working closely with the building architect. UV-generated ozone was the ideal solution for meeting the requirements of LEED and provided the building owners with the most efficient means of remediation."

About LEED

LEED is a [third-party certification program](#) and the nationally accepted benchmark for the design, construction, and operation of high performance green buildings. LEED gives building owners and operators the tools they need to have an immediate and measurable impact on their buildings' performance. LEED promotes a whole-building approach to sustainability by recognizing performance in five key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality.



New Consumer Protection Law for Mold Remediation

Most states don't require licensing or certification of mold remediation firms. As a result, consumers may unknowingly hire a mold remediation firm whose technicians are not qualified. Beginning June 1, 2010, a recently enacted Maryland state law will require every person who works on a residential mold remediation project to hold a license.

The state's new requirements also include contractor insurance for mold remediation, licensing of companies through the Maryland Home Improvement Commission, and certification of workers and supervisors to qualify for licensing.

Rolyn's founder and Chairman, Ron Bergman, was instrumental in getting this legislation passed. Mr. Bergman noted, "This new law is expected to provide a higher level of consumer protection for Maryland residents by significantly reducing the number of unqualified mold remediation providers." While the Maryland law only applies to residential mold remediation, it should also improve the quality of commercial mold remediation since property managers and owners will be able to check for a state mold remediation license before engaging a contractor.

Currently only four states require certification and licensing for residential mold remediation - Florida, Louisiana, Maryland, and Texas. Rolyn is certified and licensed to perform mold remediation in each of these states. In the future, we will work closely with others in the indoor air quality and mold remediation industry to encourage additional states to enact this type of consumer protection legislation.



Rolyn Receives 2009 Phoenix Award for Innovation in Restoration

The Restoration Industry Association (RIA) presented its highest honor, the Phoenix Award, to the Rolyn Companies, Inc., for Innovation in Restoration. Rolyn received the award for its restoration efforts on the Tabernacle, a historic music venue in downtown Atlanta, after the facility had been seriously damaged by a tornado.

Rolyn accepted the award at RIA's 64th Annual Convention in Palm Springs, CA. The Phoenix Awards, presented yearly, were developed to recognize high achievement in the area of disaster restoration. Winners must demonstrate value through a conspicuous reduction in the amount of the loss to the insurance carrier and/or the property owner, focus on effective problem-solving in a catastrophic situation, and identify innovative procedures that provide a good example for the industry.



The Tabernacle is a 100-year-old historic landmark building that suffered significant storm and tornado damage to both the exterior and interior of the building. Recovery efforts encompassed both original historic details and modern concert hall technologies and amenities. Rolyn's scope of work included repairing and replacing the roof deck, original stained glass window, and distinctive maple flooring; preserving the hand-crafted plaster details and custom faux paint finish; cleaning an antique chandelier; and upgrading the building's lighting and sound equipment.

Rolyn had only five weeks to complete the restoration process before the next programmed music event at the Tabernacle. Rolyn's quick and effective response enabled the Tabernacle to resume performances on time and without any cancellations.

This was not the first time Rolyn received this prestigious award. In 2006, Rolyn received RIA's highest honor for recovery efforts on a 27-story office building in Florida that was damaged during Hurricane Wilma in 2005.



What's New at Rolyn

Active in the Community

As part of our community activities, Rolyn supports many different charitable causes throughout the year by volunteering and making donations. For example, in November Rolyn employees donated canned goods for the Food 4 Families food drive sponsored by NBC4 and the Nurses of Georgetown University Hospital in Washington, DC.

In addition, Rolyn donated the use of a truck to Georgetown University Hospital, which the nurses used for gathering food donations by hospital staff and others.

In December, Rolyn made donations to eight charitable organizations recommended as favorites by our employees. Please visit [Rolyn's web site](#) to learn more about the charities we support.



New Training Room

Rolyn recently opened a new training room at its Rockville, MD headquarters facility. The new room can accommodate up to 25 people and has A/V capabilities. It's already been put to good use - in the fall, technicians were trained on procedures for using the UV-generated ozone and the Ultra-D hospital disinfection equipment. If your organization is interested in using the room or receiving training from Rolyn, please let us know.

Upcoming Event Highlights

February 11, 2010 | Virginia Society of Healthcare Engineers Richmond District

This local district within the Virginia chapter of AHSE is just getting off the ground! Come hear Rolyn's Staci Begal speaking about Infection Control Risk Assessments for healthcare facilities as it relates to renovations and new construction. This topic is of utmost importance given estimates that 5000 patients die annually due to construction related activities in acute care facilities. Visit the [VSHE web site](#) for more details.

April 13-15, 2010 | Texas Association of Healthcare Facility Management Interlink 2010

Rolyn will be exhibiting at this Dallas, TX event which brings together healthcare facility management professionals throughout Texas to learn the latest trends and practices for operating and maintaining healthcare facilities. Visit the [TAHFM web site](#) for more details.

May 1-4, 2010 | International Association of Healthcare Security and Safety 42nd Annual General Meeting and Seminar

This four-day event in Myrtle Beach, SC features the theme Successful Strategies for Safety & Security Leaders in Challenging Times and offers educational, networking, and the latest from technology and services exhibitors. Rolyn is proud to be a Silver Sponsor of this year's event. Come visit us in our booth where you can learn more about our healthcare infection control, life safety, and disaster planning and recovery services. Visit the [IAHSS web site](#) for more details.



Rolyn's 2009 in Review

Rolyn responded to a wide variety of emergencies and other client needs from Michigan to Florida, Virginia to Oklahoma, plus more in between during 2009. Here are just some of the highlights from the past year.

In February, Rolyn's response to a high-rise office building fire in New York led us to co-write the first ever [ozone remediation protocol](#) that meets LEED® requirements. See the article in this newsletter to learn why UV-generated ozone had to be used. In March, Rolyn received the Phoenix Award for the second time from the Restoration Industry Association for our restoration of the Tabernacle, an historic music venue damaged by a tornado that struck downtown Atlanta in 2008 (see more in the Phoenix Award article).



Rolyn's Texas office continued to assist clients in the Galveston area with cleanup and restoration from damages sustained from 2008's Hurricane Ike. The Atlanta office assisted with a major reconstruction effort at a 73-story hotel in downtown Atlanta which suffered extensive damage to windows following the March 2008 tornado.

Chinese (Reactive) Drywall became a serious issue for many homeowners and businesses alike in 27 states, with Florida, Louisiana, and Virginia being especially hard hit. Rolyn attended the first ever remediation course for Chinese Drywall at Florida Atlantic University and prepared to assist property owners. The [Consumer Product Safety Commission](#) (CPSC) researched the issue and published their findings in November. The CPSC plans to issue a test method and remediation protocol in 2010. Look for updates in future newsletters.

In late September, the Atlanta metro area experienced a 100-year flood. Rolyn mobilized immediately to help homeowners, businesses, and multifamily property owners, who suffered major water damage, to dry out and rebuild. The rebuilding efforts are ongoing.

In mid-November, Rolyn's Virginia Beach office found itself in the "middle of the storm" when major storms ripped through with high winds and heavy rains, battering the Virginia coastline. Rolyn responded with equipment and crews from our Maryland and Georgia offices to assist our Virginia Beach team with clean-up efforts at client homes and businesses. One client suffered damage to seven hotels along the ocean front. Rolyn quickly assessed the damages and worked closely with the client to get meeting facilities and guest rooms back in business to minimize revenue losses.