



Company Information Packet

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What Makes Us Different

Apples-to Apples: When you compare our service estimate with those offered by our competitors, you will find that no one else offers the level of completeness, due diligence and quality that we do.

Industry Standards: Indoor-Restore Environmental Services meets and exceeds industry standards for industrial hygiene for the contaminants we remediate. Other companies will try and get by with unproven techniques, such as air fogging/misting, direct drying or simple air purification. It is important to understand that only through thorough protocols and the highest quality of workmanship can proper remediation be performed.

Meet-and-Beat Pricing: We guarantee our prices. If another remediation company offers you a work estimate/bid that provides the same level of work that we are offering at a lower price, we will revise our estimate to be 5% lower than the other company's bid.

Guaranteed Clear: When we provide you with a clearance certificate for work we've completed, we guarantee the remediation work we've performed. We stand by our mold remediation work for 10 years after we complete a job. Other companies don't guarantee their work because of their lack of industrial hygiene standards and overall poor quality workmanship. We have raised the bar with this guarantee.

Friendly Service: We value the trust our clients put into our company to resolve problems at their property. Whether you're ready through your contract or halfway through a work project, we are here to answer any question you have.

Qualifications: Indoor-Restore Environmental Services is not a start-up company with novice workers. Our combined experience in the environmental inspection, mold remediation, water damage repair and construction field surpasses 50 years. Our organization is comprised of degreed microbiologists, industrial hygienists, licensed building inspectors and other specialist of related fields. We maintain a high retention rate with our staff, many with over 10 years of experience with our company.

Service Highlights

- Indoor Environmental Association (IEA) certified.
- Mold Inspection Consulting and Remediation Organization (MICRO) member.
- Certified, Licensed, and Bonded in the state of California.
- Experience in assisting renters, homeowners, landlords, and property managers.
- Service rental units, homes, commercial properties, and industrial sites.
- Third-party laboratories used to eliminate any conflict-of-interest.
- Mold Inspection Report is as a legal document that will hold up in court.
- Standard 5-7 day turn-around-time on laboratory results & Mold Inspection Report.
- Optional next business day rush is available on results (additional fee)
- Complete satisfaction through exceptional customer service & real time follow-ups.

Specialist Certifications

- Certified Mold Inspection & Testing Professional (CMITP) – IEA
- Certified Mold Remediation Technician (CMRT) – IEA
- Certified Water Damage Restoration Technician (CWDRT) – IEA
- Certified Solid & Hazardous Waste Handler (CSHWH) – IEA
- Certified Trauma Scene Decontamination Technician (CTSDT) – IEA
- Certified Industrial Hygienist (CIH) – IEA

Company Certifications

- Certified Mold Inspection & Testing Organization (CMITP-O) – IEA
- Certified Mold Remediation Organization (CMRT-O) – IEA
- Certified Water Damage Restoration Organization (CWDRT-O) – IEA
- MICRO Certified Mold Inspection Consulting Organization – Cert # 80788
- MICRO Certified Mold Remediation Organization – Cert # 81081

Indoor Environmental Association

Quality • Standards • Innovation • Discovery

Certified Mold Remediation Organization

The faculty hereby certify that

Indoor-Restore Environmental Services

has completed the course of study and examination requirements and is awarded this certificate, with all rights and privileges pertaining thereto. This certificate is signed by the proper officers and organizational representatives.
Certificate No. CMRT-9270 / Member No. S098LVB2


Jamie C. Renieh, Education Director


Alexander Jegróni, Chairman

Indoor Environmental Association

Quality • Standards • Innovation • Discovery

Certified Water Damage Restoration Organization

The faculty hereby certify that

Indoor-Restore Environmental Services

has completed the course of study and examination requirements and is awarded this certificate, with all rights and privileges pertaining thereto. This certificate is signed by the proper officers and organizational representatives.
Certificate No. CWDRT-43410 / Member No. S098LVB2


Jamie C. Renieh, Education Director


Alexander Jegróni, Chairman



Warranty Information

All remediation work receives a 10 year warranty from reoccurring mold growth. Any future mold growth reoccurring in the work areas as described in the contract will have remediation completed at no charge to the client. All time, materials, equipment, labor, and clearance testing will be the responsibility of Indoor-Restore Environmental Services.

It is the responsibility of the client to repair all water intrusions and leaks so that no elevated levels of moisture exist. Environmental Services will not be responsible for mold growth related to any water leak, water intrusion issue, or any new moisture related problem unless Indoor-Restore Environmental Services was hired to repair the leak or moisture issue.

All new drywall, drywall mud, drywall tape, insulation, primer, and paint must be installed using anti-mold products. These products contain chemicals and materials that will resist mold growth.

If you have any questions regarding the warranty details or other services please contact the services department at projects@indoorrestore.com

Mold Information

All information is confirmed and reported by the CDC

How do molds get in the indoor environment and how do they grow?

Mold spores occur in the indoor and outdoor environments. Mold spores may enter your house from the outside through open doorways, windows, and heating, ventilation, and air conditioning systems with outdoor air intakes. Spores in the air outside also attach themselves to people and animals, making clothing, shoes, bags, and pets convenient vehicles for carrying mold indoors.

When mold spores drop on places where there is excessive moisture, such as where leakage may have occurred in roofs, pipes, walls, plant pots, or where there has been flooding, they will grow. Many building materials provide suitable nutrients that encourage mold to grow. Wet cellulose materials, including paper and paper products, cardboard, ceiling tiles, wood, and wood products, are particularly conducive for the growth of some molds. Other materials such as dust, paints, wallpaper, insulation materials, drywall, carpet, fabric, and upholstery, commonly support mold growth.

What is *Stachybotrys chartarum* (*Stachybotrys atra*)?

Stachybotrys chartarum (also known by its synonym *Stachybotrys atra*) is a greenish-black mold. It can grow on material with a high cellulose and low nitrogen content, such as fiberboard, gypsum board, paper, dust, and lint. Growth occurs when there is moisture from water damage, excessive humidity, water leaks, condensation, water infiltration, or flooding. Constant moisture is required for its growth. It is not necessary, however, to determine what type of mold you may have. All molds should be treated the same with respect to potential health risks and removal.

Are there any circumstances where people should vacate a home or other building because of mold?

These decisions have to be made individually. If you believe you are ill because of exposure to mold in a building, you should consult your physician to determine the appropriate action to take. There are situations in which leaving the environment is necessary, but the decision to vacate are made on an individual basis taking in all the facts and recommendations from a health professional.

Who are the people who are most at risk for health problems associated with exposure to mold?

People with allergies may be more sensitive to molds. People with immune suppression or underlying lung disease are more susceptible to fungal infections. Certain groups of individuals may be more susceptible to the health effect of mold, such as children, elderly, etc.

What are the potential health effects of mold in buildings and homes?

Mold exposure does not always present a health problem indoors. However some people are sensitive to molds. These people may experience symptoms such as nasal stuffiness, eye irritation, wheezing, or skin irritation when exposed to molds. Some people may have more severe reactions to molds. Severe reactions may occur among workers exposed to large amounts of molds in occupational settings, such as farmers working around moldy hay. Severe reactions may include fever and shortness of breath.

Immunocompromised persons and persons with chronic lung diseases like COPD are at increased risk for opportunistic infections and may develop fungal infections in their lungs.

In 2004 the Institute of Medicine (IOM) found there was sufficient evidence to link indoor exposure to mold with upper respiratory tract symptoms, cough, and wheeze in otherwise healthy people; with asthma symptoms in people with asthma; and with hypersensitivity pneumonitis in individuals susceptible to that immune-mediated condition. The IOM also found limited or suggestive evidence linking indoor mold exposure and respiratory illness in otherwise healthy children.

It Can Happen to Anyone – Mold Stories

Celebrities Sue Over Mold Issues

Ed McMahon filed the first memorable celebrity mold lawsuit back in 2002, claiming that faulty work to clean and repair his home after a pipe burst resulted in toxic mold that made him and his wife sick and killed their dog. He asked for \$20 million in damages and settled the claim the following year for just over \$7 million. Other celebrities have sued their insurance companies, home inspectors, contractors and tradesmen over the years related to mold issues including Erin Brockavich, Lou Ferrigno, Michael Jordan, and Bianca Jagger.

A few months ago, there were rumors that mold contributed to the deaths of Brittany Murphy and Simon Monjack, after they both died weeks apart and were found to have had similar pneumonia type symptoms.

Now, Rachael Ray and her lawyer husband John Cusimano have filed a lawsuit against two home inspection companies for failing to discover that the Southampton home they purchased in 2007 had water damage and mold growth. Rachel has suffered with respiratory problems repeatedly and feels that the mold either caused or at least exacerbated these symptoms, which impacted her effectiveness on camera and in front of her audience. Rachael and her husband have moved into her apartment in New York City until the situation is resolved.

Are home inspectors liable for positively identifying mold? According to leading trade associations for the home inspection industry, NO! The International Association of Certified Home Inspectors document "International Standards of Practice for Inspecting Residential Properties", reads as follows:

3. Limitations, Exceptions & Exclusions

3.2. Exclusions:

- I. The inspectors are not required to determine:*
- J. the presence of mold, mildew or fungus.*
 - K. the presence of air-borne hazards.*

Likewise, the American Society of Home Inspectors document "Standards of Practice" states:

13.2 General exclusions: Inspectors are not required to determine:

- 1. The presence of potentially hazardous plants or animals including, but not limited to wood destroying organisms or diseases harmful to humans including molds or mold-like substances.*
- 2.. The presence of any environmental hazards including, but not limited to toxins, carcinogens, noise, and contaminants in soil, water, and air.*

Mold testing is an additional area of expertise that requires specific training and often separate liability insurance coverage. Your best bet when buying a home is to have an independent comprehensive home inspection in conjunction with a mold inspection. These two professionals working together can minimize your potential for buying a home with water damage and mold growth.

Form W9

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification ▶ Go to www.irs.gov/FormW9 for instructions and the latest information.	Give Form to the requester. Do not send to the IRS.
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Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Indoor Restore Environmental Services	
	2 Business name/disregarded entity name , if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.) See instructions. 10824 Olson Drive #C-328	Requester's name and address (optional)
	6 City, state, and ZIP code Rancho Cordova CA 95670	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later. Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.																																																					
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Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶ <i>Fred Eals</i>	Date ▶ 01/01/2021
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.