A person wearing a white full-body hazmat suit, including a hood and gloves, is working in a confined space. The person is holding a large, cylindrical metal component, possibly a filter or part of a ventilation system. The scene is framed by a green, curved border. The background is dark and indistinct.

UNDERSTANDING THE ABATEMENT PROCESS

ERI
Environmental Remedies, Inc.

WHO IS ENVIRONMENTAL REMEDIES, INC?

Environmental Remedies, Inc. (ERI) is a fully licensed and certified abatement firm dedicated to assisting our clients with the safe and legal removal and disposal of hazardous building materials. Since 2004, our family-owned company has completed thousands of asbestos, lead and mold abatement projects for homeowners, contractors, insurance providers and government agencies.

From our Hayward office, ERI serves clients located throughout the San Francisco Bay Area, including all cities within the seven surrounding counties. Additionally, our El Cajon office serves many cities and communities in and around San Diego County. At Environmental Remedies, Inc. our mission is simple – *to provide exceptional service with quality results.*

OUR CODE OF CONDUCT

ERI is guided by a set of principles that encompass the values and ethics of its family of employees. Our Code of Conduct represents how we treat our customers, our business partners, and each other.

Please visit our website to read our entire Code of Conduct:

www.EnvironmentalRemediesInc.com

UNDERSTANDING THE ABATEMENT PROCESS

We understand that the removal of asbestos containing materials in your home can be concerning. The reality however, is that this is a routine aspect of most construction projects. With that said, please know that stringent laws and regulations are in place for your safety and ERI, as a licensed asbestos removal contractor, follows these laws strictly. We would never risk anyone's safety, both yours and our employees, by cutting corners – ever. So, while we understand that abatement services can be disruptive, rest assured that we work diligently to be quick and efficient, without ever sacrificing safety.

While every project has its own unique qualities, the steps outlined below provide a basic understanding of ERI's abatement services. Please keep this brochure handy as a useful reference tool. Ultimately, this will help facilitate the safe and prompt completion of your project.

Step One: Abatement

The process of removing asbestos containing materials is comprised of several key steps designed to make the work area as safe as possible for you, our workers, and your property.



- 1. Isolation** – ERI technicians will isolate the work area by placing impermeable barrier plastic over doors, windows, vents, and other openings. Using plastic, duct tape and staples, the work area will be sealed at its perimeter, creating a “containment.”
- 2. Air Filtration** – Air filtration devices will then be installed to draw air from the work area through a HEPA filter, exhausting the filtered air outside and creating negative pressure inside the containment. The vacuum effect will provide extra protection by preventing the release of dust and debris to outside areas.

3. **Removal** – Once the containment is set and negative pressure is established, the asbestos containing materials will be wetted and removed in a careful and deliberate manner. Depending on the scope of work and materials being removed, this process may include a combination of scraping, deconstruction, and demolition. The debris will then be placed in leak tight containers and removed from the work area for transportation to the landfill.

4. **Decontamination** - Upon completion of the removal process, the remaining surfaces, including the containment, will be thoroughly decontaminated using HEPA vacuums, wet wipes, and other cleaning tools to eliminate any residual dust or debris. The crew then seals the containment upon exiting.

The barrier, plastic and air filtration devices will remain in place until the following day, or until the results of any post-abatement clearance testing are received.



Step Two: Post-Abatement Clearance Testing

Post-abatement clearance testing is a service performed by an independent company to ensure that ERI effectively reduced all hazardous levels of dust and debris in the work area at the conclusion of the project. The clearance testing will consist of a visual inspection and air sampling. The goal is to determine if the work area is safe for reoccupation and provides you with an objective determination that the project was successful.

Prior to the start of work, ERI will inform the testing firm of the anticipated project completion date and time. The testing firm will then contact you to make arrangements for a visit to your property. It is in your best interest to schedule the testing within 24 hours of the completion of abatement so as not to delay the rest of your project.

1. **Sampling** – Upon arrival at your property, a technician will enter the containment area and conduct the sampling in accordance with Federal and State regulations. The samples are then taken to an accredited laboratory for analysis.

2. **Analysis** – The laboratory will read the samples and submit a written report to the testing firm detailing their findings. The testing firm will then compare the findings to the clearance criteria set by the regulatory agencies and make a determination if the work area is “clear.” This process typically takes 24-48 hours from the time the technician arrives at your property to the time the clearance determination is made.
3. **Reporting** – ERI will then be given a pass or fail report. In the rare event that we fail to achieve clearance, a crew will promptly return, free of charge, to re-clean the work area until the area passes post-abatement clearance testing. More typically, ERI achieves clearance the first time, meaning the area will be safe for reoccupation and the containment and equipment will be removed.

NOTE: Clearance testing must be performed while the containment is in place. Once containment is removed and the controlled environment eliminated, testing will not be conclusive in determining whether or not ERI performed its work effectively. ERI will guarantee the passage of any post-abatement testing as long as proper protocol is followed.

Step Three: “Teardown” or Containment Removal

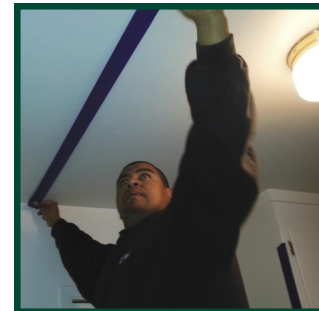


Once ERI receives a passing report from the testing firm, we will make arrangements with you for the removal of the plastic sheeting and any remaining air filtration devices. We will make every effort to schedule the teardown within 24 hours of receiving the report. Timing, however, is contingent on access to the property and the time of day at which the clearance report is received. The sooner the containment can be removed, the sooner your project will move into the next phase, which varies from project to project, but may include additional inspections, specialized cleaning, structural drying, or reconstruction.

CUSTOMER NOTIFICATION & PREPARATION ITEMS

At Environmental Remedies, Inc. (ERI) we pride ourselves on clear communication throughout the entire project. To ensure your job runs smoothly from start to finish, we begin by providing this list of preparation items and common occurrences. By reviewing this list carefully, frustrating delays and extra incurred costs can be prevented. If you have any questions or concerns regarding these notifications, please contact your ERI representative.

- 1. Access to Running Water** – Per Federal and State regulations, ERI must use water and specialized equipment to control dust during the abatement process. You must provide all necessary water and electrical power for use by ERI crews. If utilities are not available, ERI must be notified prior to the start of work so that other arrangements can be made.
- 2. Removal of Personal Items** – To prevent damage and to allow proper access, personal belongings, furniture, and any other items that you may need access to must be removed from the work area prior to abatement. Unless otherwise stated in the scope of work, you may incur additional costs if contents must be relocated or manipulated by ERI crews. Further, due to the order in which abatement occurs in the larger restoration process, ERI cannot return to replace or reinstall any of these items. This service can typically be coordinated with your other service providers once reconstruction is complete.
- 3. Turning off Heater and Air Conditioner** – The ERI crew will seal all vents and registers in the work area to prevent the migration of dust through the ventilation system. Depending on the layout of your property and the location of the work area, the heating, ventilation and air



conditioning equipment may need to be turned off for the duration of the abatement process. Please contact your ERI project manager if you have any concerns regarding this process.

- 4. Unavoidable Damage** – Tape and staples will be used to fasten the plastic sheeting during the installation of the containment. Please note that damage to walls, ceilings, wallpaper, wood, and all painted or finished surfaces will occur as a result of containment installation and removal. Unfortunately, this is unavoidable. The integrity of the containment is paramount for any abatement project. ERI will not compromise the legal containment process for the protection of finished surfaces. In most cases, it will be important that you notify your reconstruction contractor of the anticipated damages so they can include the repairs in their scope of work. Unless specifically identified in any service agreement, ERI does not include such repairs in its scopes of work. ERI will not assume responsibility for such damages.



FREQUENTLY ASKED QUESTIONS

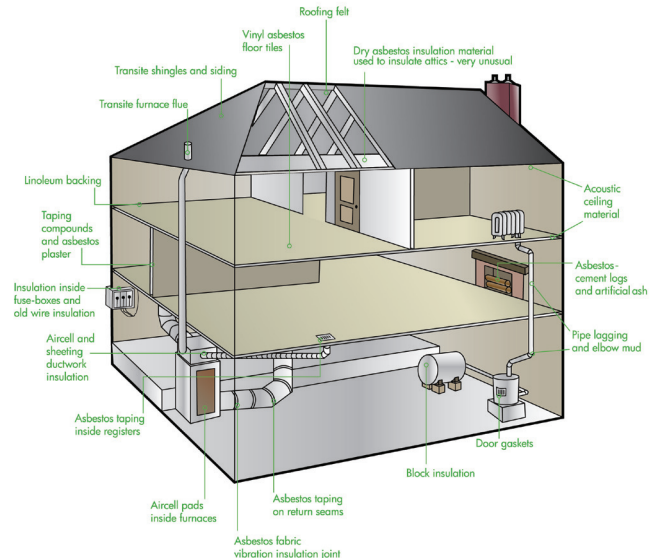
Below are some of the most commonly asked questions by customers of Environmental Remedies, Inc. If you don't see your question listed here, please ask your ERI representative or contact us by using any of the phone numbers on the back cover of this brochure.

Q: What is Asbestos?

A: Asbestos is a group of minerals that occurs naturally in the environment as bundles of fibers, which can be separated into thin, durable threads. These fibers are resistant to heat, fire, and chemicals and do not conduct electricity. For these reasons, asbestos has been widely used in many building materials.

Q: Where is Asbestos Found?

A: Common products that may have been made with asbestos include insulation, soundproofing, decorative material sprayed on walls and ceilings, hot water and steam pipes, furnace ducts, ceiling tiles, floor tiles, wallboard joint compound, window putty, and roofing and siding shingles.



Q: How Might I Be Exposed to Asbestos?

A: We are all exposed to low levels of asbestos in our daily air. These levels range from 0.00001 to 0.0001 fibers per milliliter of air and generally are highest in cities and industrial areas.

However, exposure in the home can come from the release of asbestos fibers into the air by the disturbance of asbestos-containing building materials. This can happen during product use, demolition work, building or home maintenance, repair, and remodeling. In general, exposure may occur only when the asbestos-containing material is disturbed in some way to release particles and fibers into the air.

Q: How Does Asbestos Affect My Health?

A: Health problems are usually related to the amount and length of time of exposure to asbestos; the more prolonged and intense the exposure, the greater the risk. Most of the asbestos fibers that enter the respiratory system are removed with the exhaling breath, or are trapped by the mucus lining in the respiratory tract and are then removed by coughing. However, through increased exposure, asbestos fibers that are breathed in may get trapped in the lungs and remain there for a long time. Over time, these fibers can accumulate and cause scarring and inflammation, which can affect breathing and lead to serious health problems including lung cancer, mesothelioma, and asbestosis.

Q: How Can I Identify Asbestos?

A: People who frequently work around asbestos (such as plumbers, roofers and flooring contractors, building contractors, or heating and air conditioning contractors) often are able to make a reasonable judgment about whether or not a material contains asbestos based on a visual inspection. However, the

only way to positively identify a material for the presence of asbestos is through laboratory analysis. A party independent from your asbestos abatement contractor must take a small sample of the material to an accredited laboratory where it will be analyzed for asbestos content. The laboratory will generate a report indicating the percentage of asbestos in the material, if any.

Q: What are Post-Abatement Air Clearances?

A: The purpose of clearance air testing is to determine that an area is clear of hazardous levels of asbestos fibers before occupants are allowed back into the area. For schools and public buildings, clearance testing is a regulatory requirement. However, for residential properties and commercial buildings, clearance testing is at the discretion of the property owner. It is in the best interest of all parties to have clearance testing conducted, however, it can sometimes be cost- or time-prohibitive. Clearances should be conducted by qualified personnel that are not financially tied to the contractor. To avoid conflicts of interest, ERI excludes air clearances from its contracts. Your estimator can refer you to qualified personnel or point you in the right direction to locate them yourself. If air clearances are to be conducted, the containment will be left in place and the air filtration devices left running until the time of the clearance testing. Once the results are received, ERI will return to remove the containment and pick up the equipment.

Q: Is ERI Qualified to Perform Asbestos Work?

A: There are several items you need to check before hiring any abatement contractor. Make sure the contractor you are considering has a valid, current contractor's license and certificate for asbestos abatement work. Make certain that the contractor has a current and valid license bond, and ensure he or she is a currently registered asbestos abatement contractor. The contractor should also have the appropriate insurance

Project Manager: _____ Project Manager Cell: _____

Anticipated Start Date: _____ Anticipated Start Time: _____

Anticipated Date for Clearance Testing: _____ Anticipated Date for Containment Removal: _____

1999 Alpine Way
Hayward, CA 94545

Toll Free – 888.710.2414

Office – 925.461.3285

Fax – 925.461.5951

Mailing Address

P.O. Box 10416, Pleasanton, CA 94588

info@environmentalremediesinc.com



Environmental Remedies, Inc.

**QUICK, CLEAN & SAFE
ASBESTOS, LEAD & MOLD REMOVAL**