

#### Your Team







Scott Crennan Chief Executive Officer

Scott is an SMI Co-Founder, actively involved in the commercial managed maintenance industry for over 31 years. He leads by prioritizing client retention, vertical partnering with top-tier vendors, and developing opportunities to merge managed growth initiatives with existing and new industries.



Robyn Butler
Chief Financial Officer

Robyn is an SMI Co-Founder with over 25 years in the financial and operations sector for retail, hospitality and entertainment. Her diverse experience brings strategic expertise to in-house systems, technology, process improvements, and dynamic ideation.



Michael DiTaranto Chief Operating Officer, DRS

Michael brings over 20 years of experience implementing best practices in operations. He oversees the SPAN network of service providers to ensure top quality from all aspects in the field, as well as works on a daily basis to keep all client locations running smoothly.



Erin Francis VP, Client Services and Business Development

Erin has over 12 years of experience in developing and growing both sides of facilities maintenance: client satisfaction and contractor loyalty. She serves as the ideal liaison to perfectly align new and existing client's rapidly changing needs with the ideal financial, human and scheduling resources.



Holly Lane
Director of Operations, SMI

Holly has over 14 years of experience ranging from commercial HVAC to retail facilities maintenance & disaster recovery services. Through client and contractor partnerships, along with being KPI motivated, Holly has driven a successful growth & retention rate within SMI.

### Why SMI & DRS

You're our partner...

You're our PRIORITY!





### What We Do







- Awning Cleaning
- Construction Clean-Up
- Floor Cleaning:
  - Spray & Buff
  - Scrub & Recoat
  - Strip, Seal & Wax
  - Restorative Grout Cleaning
  - Concrete Polishing
  - Carpet Soil Extract
    - Pre-Spray Soil Extract
    - Rotary Scrub

- High Dust Service
- Janitorial (Porter) Service
- Power Washing Service
- Repairs
- Restorative Cleans
- Stone, Metal & Wood Cleaning
- Window Cleaning

# Interior and Exterior Maintenance



- Bacteria, Lead & Asbestos Testing & Remediation
- Flood Remediation
- Moisture Monitoring & Dry-Out
- Mold Testing & Remediation
- Rebuild Services
- Smoke & Fire Restoration

We have highly experienced disaster recovery specialists with response capabilities that enable us to react quickly to any type of disaster in any location, anytime, 24/7.

#### Emergency Services

## Complete Coverage of all Disaster Recovery Services

- We have a vested interest in your DRS job because of SMI
- Extensive experience working with insurance adjustors on large scale losses
- Our internal ops team along with our field technicians are all IICRC certified in water restoration, mold testing, mold and sewage remediation
- Utilize Xactimate® and/or a time and material pricing platform to provide the most cost-effective solution to your unique situation
- We provide specific job documentation such as photos, moisture mapping, equipment logs, and labor summaries

Our internal team, alongside our nationwide service partners, work together to have your store up and running quickly and with minimal disruption.





#### Why DRS?

# After Hours Emergencies 24/7/365





### Long-Term Partnerships Assure Prompt and Effective Response

- 24/7/365 team availability
  - 800-508-5884 press option 7
  - Direct cell number access for assigned management teams
- Prompt response by technicians within established timeframes (SLAs)

Our in-house team will keep all relevant customer team members informed and up to date.





### You can reach us 24/7/365

# SPAN: Service Partners & Associates Network





## SPAN: Service Partners & Associates Network

SMI is proud of our Service Partners & Associates Network (SPAN) and their dedication to you, our valued customer.

- SMI has over 30 years identifying the top-tiered service providers nationwide and in Canada
  - Using bundled services, we are able to obtain cost effective pricing
- Strict vetting procedures
  - Meet timeline compliance and IVR SLA's
  - Allows primary and secondary crew development nationwide and in Canada
  - SMI's internal grading system rates each SMI crew
- In-depth insurance compliance
- IICRC certified Service Partners





We take care of our crews so that they take care of you.

#### Self-Performing v. The SMI Model

It is assumed that using a self-performing model will save money and time. The use of subcontractors implies inconsistent and untrustworthy work. That is a myth. There is a reason nearly all the national management companies use a subcontractor model.

#### The Advantages of SMI's Managed Maintenance Model:



SMI can gain more economies of scale through subcontracting to leverage presence, management and volume.



SMI has a network of over 3000 vetted contractors to perform work.



SMI's subcontractors specialize in the type of work contracted.



SMI uses a proprietary internal grading system based on KPIs to ensure only the best crews stay within our database.



Each crew must have in-depth insurance requirements.



Our crews are paid within 30 days of work order submission, making us one of the fastest and most well-respected national management companies.

#### Insurance

- You're covered. SMI has created four fences of coverage which include:
  - 1. General Liability, Auto and Workers Compensation listing SMI as additionally insured and certificate holder
  - 2. Waiver of subrogation
  - 3. Primary non-contributory
  - 4. Comprehensive agreement stating indemnification clauses
- Our automated alerts and management team guarantee every crew working in your store is covered by SMI insurance and their own, meaning you have TWO layers of insurance

We have had no insurance claims against SMI policies since inception





# SPAN, Service Partners & Associates Network

### Building a Partnership with Our Customers

- SMI brings 30+ years industry experience to your team
- We build partnerships through integrity and the sharing of client goals
- Each SMI client receives on-going solutions oriented strategies and timely implementation
- Our ongoing success is founded on strong communication, transparency and open dialogue with all parties
- Optimization of budgeted spending: current and projected

SMI builds long-term relationships with our clients, our vendors and our in-house team.





#### Why SMI?

## Strong Vendor-Partner Relationships

- SMI is known in the industry for crew payment processing time
- SMI is valued by our partners for ease of administrative processes including e-Checks, status of crew services reports, and paperwork follow-up
- We provide 24/7/365 team accessibility
- Monitoring of subcontractor performance through SMI's inhouse customized database and KPI metrics system

SMI trains crews on professionalism, scope, and implementation.





#### Why SMI?

### SMI Supports





### Giving Back

Since its inception, SMI has supported a variety of clean water initiatives. We have chosen to partner with two important non-profits working to clean our bays and estuaries.

The first is Relic, a local start up in the social entrepreneurial space dedicated to keeping our natural waterways clean by planting up to 5 oysters for each t-shirt they sell, in one of three locations:

- 1) Moriches Bay, Long Island, NY
- 2) Chesapeake Bay, Maryland
- 3) San Francisco Bay, California

#### SMI & Relic

Did you know?

A Single Oyster Filters 50 Gallons of Water Each Day.

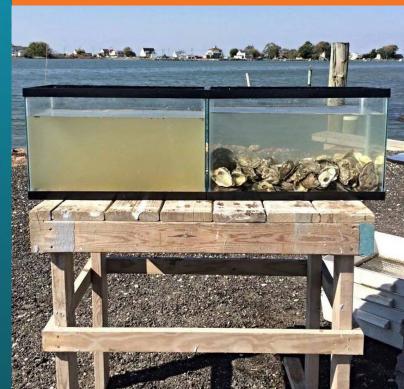




#### SMI & MBP

Did you know?

With SMI's donations, MBP will plant 50,000 oysters in Moriches Bay—that's 2.5 million gallons of filtered water daily!



### Addressing Global Needs



charity: water











































SMI proudly supports a broad range of philanthropic organizations.

