



**SIMON**  
ROOFING™

**SERVICE**  
ABOVE AND BEYOND

# THE SIMON ROOFING DIFFERENCE

## BACKED BY MORE THAN 115 YEARS OF EXPERIENCE

Simon Roofing has the knowledge and experience within the commercial roofing industry to not only identify and resolve roofing problems but also develop service solutions that extend a roof's lifespan and reduce the amount of spending needed for proper roof maintenance. Our bias is to repair and/or restore your roof first, with replacement being looked upon only as a last resort.



## WE MANUFACTURE WHAT WE SELL

By manufacturing the high-quality roofing products that we sell, service and warrant, we are able to control quality and maintain full responsibility, as well as eliminate the need for a middleman. Our variety of products are also each designed for a specific purpose — repairs, restoration or replacement.

## ONE POINT OF COMMUNICATION

Simon Roofing understands that communication is the key to being a successful partner with clients. That is why each client has one point of contact for all projects and receives notification of service, estimated times for arrival and when our technicians are on the job and working. In addition, one call, email or fax to our ISO 9001:2008 Certified Call Center gives clients access to our service technicians 24 hours a day, 365 days a year.

## QUALITY WORKMANSHIP AND SELF-PERFORMANCE

Given our experienced workforce and expansive footprint that includes 64 strategically located service centers throughout the country, we are able to assure our customers safe and quality workmanship – in fact, we self-performed more than 99 percent of our service work on a national level last year.

## ACCOUNT MANAGEMENT VIA INTEGRATED TECHNOLOGY

Simon Roofing prides itself on being a state-of-the-art, efficient company that believes in passing along efficiencies to its clients. We have integrated advanced technology into all facets of our business to better service our clients. Examples of our latest technology include:

- Improved security to protect our customer data
- Tenfold expansion of our office Wide Area Network (WAN)
- Custom state-of-the-art cloud based Roof Inspection software
- Online reporting dashboards for client sites
- Corporate server upgrades to poise Simon Roofing for triple growth

For these reasons and more, we work as a long-term partner with many local, regional and national building owners and facility managers across the nation. We have loyal clients in a variety of Fortune 500, retail, industrial, manufacturing, institutional, real estate and government entities, as well as many other industries.

# SIMON SERVICE STRATEGY

More than a century of experience has allowed us to truly understand what's most important to clients. Based on that knowledge, we have developed the Simon Service Strategy and have incorporated its components into our everyday operations.

## EFFICIENCY

- More than \$4 million invested in technology to increase efficiency
- Field access technology
- GPS tracking
- One expert service technician for each Time and Material service call
- Utilization of worker-friendly products
- 60-point plus evaluation – every building, every time
- Last year, had more than 99% success rate at fixing roof leaks the first time
- Experienced workers with extensive training

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## ACCOUNTABILITY

- Invoice balanced to payroll
- Payroll compared to GPS tracking
- Detailed breakdown of invoice
- Electronic invoice auditing
- Before and after images of each repair
- Fixed travel and mileage fees
- Labor billing starts and ends on site
- Not-to-exceed limits
- Roof ratings
- Score cards on performance
- Online access to all repairs via our SR PreVision online portal

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## COST REDUCTION AND CONTAINMENT

- Evaluations following each repair to identify potential defects
- Lower average invoice cost
- Lower average spend per building
- Extended roof life with maintenance
- We sell direct—no middlemen
- Reduction in total roof leaks



## CONSISTENCY

- Last year, self-performed more than 99 percent of service work on a national level
- ISO certified 9001:2008 for manufacturing facilities (high-level quality management system)
- ISO certified 9001:2008 for laboratory facility (high-level quality)
- ISO certified 9001:2008 for call center service activities (high-level quality management system)
- Nationwide coverage in 64 major metropolitan areas
- One toll-free number, email, website and fax number for all locations
- 24-hour service, 7 days a week, 365 days a year
- Reliable company with more than 115 years in business
- Products and systems are:
  - Factory Mutual audited and approved
  - Underwriters Lab audited and approved
  - Metro Dade approved
  - Florida Building Code approved
  - ASTM tested

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## LIABILITY PROTECTION

- \$50,000,000 liability insurance coverage
- Licensed and/or registered in every state
- Workers' compensation statutory coverage
- Professional liability coverage
- Pollution insurance coverage
- Extensive employee background checks
- Employee drug screening
- Trained asbestos removal
- Safety-minded with proven excellent safety record
- Employee screening through Social Security and E-verify

# OUR EXPERIENCED WORKFORCE

## PERFORMANCE RECORD

In a field where experience makes all the difference, Simon Roofing employs a service and production workforce that is considered among the best in the commercial roofing industry. From experienced project managers to our highly skilled technicians, our workforce creates the foundation for Simon Roofing's excellent record of past performance. This level of highly experienced workers ensures that you receive safe, quality workmanship every time.

In addition to our experienced workforce, Simon Roofing takes the time to ensure that each technician is verified to work on jobsites. It's important to employ only the best in the field and provide you with the assurance of knowing who's on your roof. Therefore, we perform the following background checks on all workers:

- Social Security verification
- E-verify
- Drug testing
- MVR (Motor Vehicle Records)

## HIGH LEVEL OF SAFETY

Safety is our number one core value and remains a priority of Simon Roofing. Our employees are our most important resource, so extensive training in safe work practices begins the moment they are hired and continues throughout their careers at Simon Roofing. At the same time, we continually assess our work methods and look for ways to bring even greater safety to our jobsites and to the materials and equipment we use.

In the event we should encounter any liability claims, Simon Roofing carries \$50 million in insurance to be well prepared.

## CONSISTENCY AND SELF-PERFORMANCE

While many larger roofing firms subcontract their work, Simon Roofing knows the importance of self-performance. Last year, Simon Roofing self-performed more than 99 percent of service work on a national level to provide you consistency with:

- Invoices
- ETAs
- Communication
- Processes and procedures
- Estimating
- Quality of repairs
- Warranties
- Fixed mileage rates

## PROVEN EFFICIENCY

Simon Roofing uses a one-person crew on more than 90 percent of our time-and-material service calls to increase efficiency and ensure timely and accurate completion of service calls. Combined with the latest in GPS tracking and field access real-time technology, we have the capability to stay up to date on the latest developments with each and every service call and maximize technician productivity.





Our SR PreVision Roof Asset Management Program has the primary goals of maximizing roof performance and longevity, while minimizing roof life cycle cost. Through objective inspections and evaluations, unique planning tools and superior service, SR PreVision can help you break the costly leak-repair reactive cycle and begin a proactive approach to roof maintenance. The SR PreVision process determines whether money spent on repairs for a roof will be effective, so you know for certain whether you should be spending budget dollars on repairs, restoration or replacement.



## TAKE THE GUESSWORK OUT OF ROOF LIFE EXPECTANCY

Determining roof life expectancy is the basis for all recommendations of an asset management program, so it's imperative that the calculations be reliable and accurate. Our proprietary approach to determining remaining useful life of a roof is distinctive in the industry. Unlike most companies that rely solely on visual inspections and infrared scans, SR PreVision also utilizes state-of-the-art testing of the roof membrane and scientific analysis, combined with results of our data analytic software (Simetrix) to determine remaining roof life expectancy.

Simon Roofing's ISO 9001:2008 Certified lab houses sophisticated equipment that performs a variety of membrane trace core sample tests. Newly renovated, our lab now allows for even more efficient workflow, improved capacity and faster turnaround. As part of SR PreVision, Simon Roofing performs a comprehensive roof inventory and inspection, including membrane testing, visual/infrared analysis and core sampling to:

- Reveal causes of leaks
- Identify repairs that can be made at the same time
- Evaluate warranties
- Determine cost effectiveness to repair/restore vs. replace
- Compare priority of roof in question to those in portfolio under similar conditions
- Custom online portal

## ROOF CONDITION SCORING

Roof condition reports show initial inventory and inspection results of the section. Each roof section will be graded based on Simon Roofing's purple, red, amber and green condition scores to set priority for maintenance, repair and roof replacement. Roofs rated purple are in poor or failing condition and are at the end of their serviceable life with one year or less remaining. These roofs should be budgeted for replacement. Roofs that are rated red are in poor condition, are near the end of service life and have a maximum of 3 years of service life remaining. Amber roofs are in fair condition and have approximately 4 to 6 years of service life remaining, with routine preventative maintenance. Roofs that are rated green are in good to excellent condition and have 7+ years of service life remaining, if properly maintained.

## RETHINK REPLACEMENTS

Traditionally, there have been only two solutions to nagging or persistent roof problems: perform ongoing patchwork repairs or make the costly investment of a complete roof replacement. Simon Roofing offers you another option — roof restoration.

Our money-saving roof restorations can be completed at a fraction of the cost of a new roof; and because we believe in the value of our roof restorations, they come equipped with their own warranty and leak-free protection.

Simon Roofing has created exclusive formulations within the Wite Brite line and products that work to restore your roof to an efficient state and extend its service life. Not only are these products at the cutting edge of roofing product development, but Wite Brite has also been nationally recognized as Plant Engineering Product of the Year.

# WITE BRITE

Restores single-ply, built-up, modified, sprayed-foam roofing systems and metal roofs

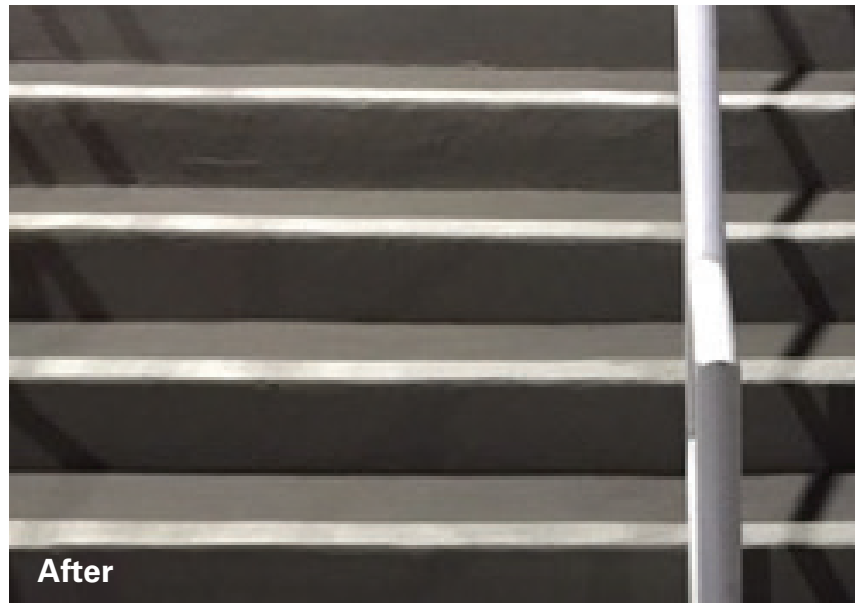


**SIMON**  
SURFACES™

A DIVISION OF SIMON ROOFING



Before



After



### CONCRETE REPAIR SERVICES

A division of Simon Roofing, Simon Surfaces' concrete repair services provide quick and economical solutions for repairing and rebuilding cracked or damaged concrete as well as gas island and light post foundations. Our systems are engineered to test at two to three times the strength of standard concrete while remaining impervious to gas, oil, salt and standard chemicals. All systems can be custom-colored and tailored to meet your individual company branding or safety needs.



### FLOOR RESURFACING SYSTEMS

For industrial needs, such as manufacturing, food production, chemical, pharmaceutical and warehousing facilities, Simon Surfaces offers a line of industrial floor systems that provide the level of performance and durability required for the most demanding service conditions.

Simon Surfaces' unique line of decorative commercial flooring systems will transform your plain, aged concrete into durable and colorful flooring. From office spaces to restrooms to entryways, Simon Surfaces' decorative commercial flooring systems provide an attractive finish with the durability and safety features you need.





## EMERGENCY RESPONSE SERVICES

Simon Roofing's Emergency Response Program provides you with the people, equipment and experience to quickly and efficiently handle roof damage caused by any type of disaster — natural or otherwise.

- Lightning strike
- Hurricane/tornado/high winds
- Heavy rain/flash flood
- Heavy ice/snow

With our 24/7 mobilization of crews, you receive a quick response to roofing repairs, timely completion of projects and quality installation. We also provide complete reports of the damage, which include:

- Photos
- Drawings
- Critical path scheduling of repairs
- Pricing for the insurance company

One call, email or fax to our ISO 9001:2008 Certified Emergency Service Center is all it takes to receive the service you need — 24 hours a day, 365 days a year.



Corporate Headquarters | 70 Karago Ave. | Youngstown, OH 44512 | 800.523.7714  
[www.simonroofing.com](http://www.simonroofing.com)

### Service Centers

Akron - Albany - Amarillo - Atlanta - Baltimore - Baton Rouge - Birmingham - Boston - Buffalo - Charlotte  
Chicago - Cincinnati - Cleveland - Columbus - Dallas - Denver - Des Moines - Detroit - Grand Rapids - Harrisburg  
Hartford - Houston - Indianapolis - Jacksonville - Kansas City - Las Vegas - Los Angeles - Louisville - Lubbock  
Manchester - Memphis - Miami - Milwaukee - Minneapolis - Nashville - New Orleans - New York - Norfolk  
Oakland - Oklahoma City - Omaha - Orlando - Pensacola - Philadelphia - Phoenix - Pittsburgh - Portland  
Providence - Raleigh - Sacramento - Salt Lake City - San Antonio - San Diego - San Francisco - San Jose - Seattle  
Shreveport - Spokane - Statesboro - St. Louis - Tampa - Washington D.C. - West Palm Beach - Youngstown

24/7/365 Emergency Services | 866.641.7663 | [callcenter@simonroofing.com](mailto:callcenter@simonroofing.com) | Fax: 330.629.7394