

# When Disaster Strikes

No organization can fully prepare for every possible disaster, but those that implement and regularly test their disaster preparedness plan are keeping the odds in their favor. Statistics show that businesses that have a disaster plan minimize downtime and residual effects after destructive events. However, with no fire deadlines to grasp, disaster preparedness too often falls low on many people's priority list. You and your business need to be prepared because disasters happen, whether or not we prepare for them.

MBRS-Metro is a full-service general contractor, specializing in disaster restoration. MBRS-Metro has developed the **Prepared Response in Managed Emergencies (PRIME) Program** to provide risk managers, property managers, and business owners the best possible guidance in preparing for unforeseen emergencies.

"My first disaster experience as a property manager came when a building I was managing caught fire. I asked a couple of colleagues who to call to help with the mess and they all said, 'Call Metro'. They were great to work with and made my job so much easier.

A couple of years later a City water main bust (about 1:00 in the morning) and flooded the basement with over two feet of water in the parking garage. Metro was there within the hour and spent the next 24 hours pumping water out. They didn't leave until all the water was gone and the basement was dry. Within two days, we were able to open the basement garage back up for our tenant's use.

The most memorable experience . . . a water coil broke on the 18th floor of my building at about midnight. I immediately called Metro's emergency number. When I arrived, the water was pouring out of the 2nd floor windows onto an awning below and into the street. Metro was already there with management personnel and two crews working on the mess. That is the definition of customer service.

I hope that we don't have another disaster, but if we do, Metro is the only company that I would call.

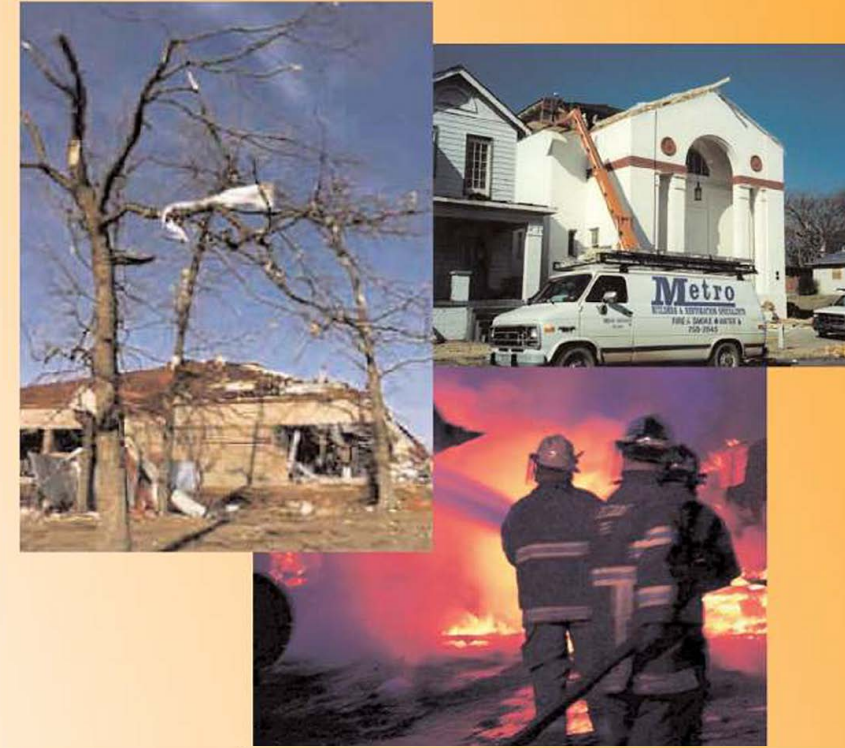
**Jennifer Lester**  
**Senior Property Manager**  
**Holt Lunsford Commercial, Inc.**



Metro Disaster Specialists

501.758.2845

Fire - Smoke - Water  
Environmental



**PRIME PROGRAM**

*Protecting your business today, for tomorrow.*

# How to Protect Your Business

# Our Experience Speaks for Itself

# Member Advantages



Our review of your facility will help you understand potential problems ranging from identifying a worst-case scenario to the minor emergencies that your industry faces. Once you have exposed the critical processes, key equipment, and vulnerable areas, we will then be able to put in place procedures to limit the amount of damage you suffer and timesaving precautions to take before disaster strikes. From water intrusion to major structural damage, you will have a plan to restore critical facilities and systems at a faster rate than those who are not prepared.

## Our Mission

The mission of Metro Builders & Restoration Specialists is to provide comprehensive, high-quality disaster restoration services to our clients, in compliance with government regulations, building codes and industry standards guided by the comprehensive Code of Ethics of the National Institute of Disaster Restoration.

*"Exceptional and professional response and care...there are no words to express how quickly and thoroughly METRO performed their task...without comparison..."*

**Kenneth Muldrew**  
Superintendent, Hope Public Schools

*"I have worked on several projects with Metro Builders & Restoration at UCA and each time I have been impressed with the service and communication skills that the company and their employees have shown.*

*They have always been very punctual and professional and made us feel that our needs were first and foremost. I would highly recommend their services to any of my associates at other Universities."*

**Larry Lawrence**  
Director, Physical Plant  
University of Central Arkansas

Perhaps the biggest advantage to PRIME members is the money saved by reducing your business's downtime. PRIME members do not have the worries or delays involved with locating an emergency response company, assessing its qualifications and availability, and obtaining the desired response during a crisis. By the time you have been able to make this important decision, MBRS-Metro will already be on site with all of your company's information, the names and phone number of your specialized suppliers and trusted business partners, and a prudent course of action - all determined before disaster ever strikes!

Business owners owe it to themselves to minimize business interruption and make sure their businesses are ready when disaster strikes. With over 30 years of experience, a highly-trained and professional staff, state of the art equipment, and the PRIME Program, thus helping you quickly get back in business.