

# RESTORATION WINTER BREAK

*THE Sunshine State Customer Intimate Summit!*

# 2024

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Winter Break 2024 BLOGGERS



February 1<sup>st</sup> to February 3<sup>rd</sup>, 2024

# **“Restoration Winter Break: A Sunshine State Customer Intimate Summit!”**

Fairfield Inn by Marriott Bonita Springs Florida | February 1st to February 3rd, 2024

## **WELCOME TO WINTER BREAK 2024**

Thank you for attending this year's Restoration Winter Break, “A Sunshine State Customer Intimate Summit”. The customer intimate motto is to choose your partners, pick your projects and collaborate for a Win-Win outcome! The 2024 conference theme is designed to help you decide who you choose to work with, how do you get the scope right, and then deliver on your promise by documenting the process ensuring you get paid!

The Pre Conference technical workshop leads into day one of the main conference which builds on the technical theme to a business focus for day two. This year we have a hospitality suite for after hours networking, added a spouse or plus one registration for the opening welcome reception dinner and exposition in the vendor space. There is also an off site Banquet and networking dinner included as part of the conference registration and an optional “going dutch” after party.

As per tradition IAQradio+ plus will be doing a live podcast on day one of the conference and a highlight show the following Friday, along with the Z-man blog of all the best pearls gleaned from the 3 days! I want to thank my delivery team, Cliff Zlotnik, Aussie mate Ashley Easterby, Jon “The DYOJO Kid” Isaacson and the lead moderator and a proud Buckeye, John Downey!

I want to thank all the sponsors who help support Winter Break, and give a big shout out to the Marquis Sponsor from the Emerald Isle, Team Tramex and the Rynhart brothers! This year's speaker line-up builds on the Winter Break tradition of leading authorities and subject matter experts addressing the most pressing issues facing the industry, thank you to all the presenters and moderators.

Please honor and comply with the Winter Break Anti-trust policy and professional decorum statement in both spirit and intent. Make sure to stop by the shared IICRC and IAQA display table to get your CEC's for IICRC and RIA certifications and ACAC recertification. Please enjoy the Florida sunshine and our world famous snowbird season during your stay, and I hope the education and networking opportunities will help you grow your business and stay ahead of the competition!

Respectfully,  
Pete Consigli, CR, WLS  
Winter Break 2024 Host and Conference Facilitator





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## Moderated Q&A Protocols:

Workshop and Conference Speakers will not take questions during the presentations. After each presentation or panel there will be an interactive moderated Q&A period with the audience.

The moderators will call on audience members who raise their hands when they call for questions, which should be of general interest pertaining to the subject matter presented. If time allows, audience comments will be allowed, after speakers address all questions. Please comply with Winter Break's Anti-trust statement and educational event policy included in the conference program. Thank you for your cooperation to comply with the moderator and facilitator instructions during the interactive Q&A sessions.

## Post Conference Proceedings:

Please refrain from taking photos of any slides with your phone while the speakers are presenting, as it is disruptive to other audience members!

Winter Break Conference organizers will send a post event link to conference delegates with a speaker handout of the PowerPoint presentations! The link may also contain supplemental resources such as published articles from industry trade magazines, Journals and government documents or citations to support the presentations.

## Workshop Approved for Continuing Education Credits (CEC's)



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## **The Customer Intimate Motto**

Choose Your Partners, Pick Your Projects & Collaborate for Win-Win

## **Winter Break 2024 Conference Theme**

*Choose Your Clients & Partners, Pick Your Projects & Get the Scope Right,  
Deliver What You Promised, and Document Your Work & Get Paid!*

## **Winter Break Sponsors & Supporters:**

Tramex Meters, Sunbelt Rentals, ICP Products, Edward H. Cross & Associates, Epic Estimates, Business Mentors, Mycometer, Eurofins, IICRC, IAQA, IAQradio+, and The DYOJO. Agenda Approved for CEC's from: IICRC, RIA and ACAC Certifications

## **AGENDA**

### **Thursday February 1st**

#### **Pre-Conference Workshop and Opening Dinner Reception**

11:30am-12:30pm: Registration Open in 1st Floor Board Room, light lunch served in

Collier I & 2 Seminar Room across the hall

12:30pm: Welcome & Opening Comments, Conference Registration includes Workshop

12:45-2:15pm: Case Study Presentations and Lessons Learned

**Robert “Bavarian Bob” Blochinger:** Moisture Mob East Coast Enforcer, Forensic Flooring Consultant, IICRC Board Member

“A Project Management Case Study: Performing a High-End Hotel Flooring Replacement, When the Owner’s Corporate Offices Flood Across Town;

What Do You Do?”

**Ken Siders, CMP: Environmental Testing & Assessment (ETA)**

“The Word of Life Church Case Study in Cape Coral Florida from Severe Wind and Water Damage to Commercial Roof: Getting Paid in the Sunshine State is NOT Easy!”

2:15-3:00pm: **Robert “Concrete Bob” Higgins: Leading Authority & Concrete SME**

“Best Practices for Testing Moisture in Concrete Substrates:

It’s the Surface Stupid! “

3:00-3:15: Mid Afternoon Refreshment Break

3:15-4:45pm: It’s all About Science!

**Ralph E. Moon, PhD: Building Scientist, Researcher, Expert Witness, Published Peer Reviewed Author in Science Based Journals**

“Don’t fall Prey to MUS, using Applied Research for better results on your Projects!”

**Jeremy D. Beagle, CIH: Senior Principal Scientist SD II Global Inc.**

“Best practices for mold assessments, restoration and remediation, and how to document preexisting damage to avoid being sued!”

4:45-5:15pm: “What is Old is New Again: A Presentation on the Roots of Time & Material vs. Unit Cost Pricing Models; What Did We Do Before the Digital Age?”

**G. Pete Consigli, CR, WLS: G. Pete Consigli Group, Industry Adviser & Historian, RIA Honorary Member and IAQA Hall of Fame Inductee**

5:15-5:30pm: Moderated Q&A, Closing Comments, Pre-Conference Wrap-up

5:30-6:00pm: Opening of Vendor Space, Product and Service Demonstrations, to include Moisture Testing Equipment and Cloud Based Remote Monitoring Systems

6:00-8:00pm: Appetizers, Dinner Buffett, Coffee & Dessert, Iced Tea & Lemonade served in Vendor Space and Lobby Bar:

Space Reserved for Winter Break Guests Only!

8:00-9:00pm: Networking in Lobby Bar and Dedicated Interaction Time with Vendors

9:00pm: Adjourn to Exterior Cigar Smoking Area (BYOC) , 2nd Floor Hospitality Suites for Complementary “after dinner” Adult Beverages for group discussions, and podcast interviews in the Board Room across from the seminar room.

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## AGENDA

### Friday February 2nd

#### Main Conference Day 1: The Technical Program

- 7:30-8:30am: Registration open (Board Room), Coffee & Danish in Seminar Room (Collier 1 & 2), Breakfast in Lobby for Registered Guests, and Visit Vendors Adjacent to Lobby Bar in Expo Area
- 8:30am: Welcome, Conference Overview, Anti-Trust Policy, and Opening Comments  
Introductions:  
**Conference Facilitator:** Pete Consigli, CR, WLS; A Moisture Mob Consigliere  
Conference Moderators: Lead Moderator: John “The CIRI Guy” Downey from Buckeye Nation, John Lapotaire, CEIC, Ken Larsen, CR. Jon Isaacson, “The Estimating & PM Guy”  
**Conference Bloggers:** The OG: Cliff “Z-man” Zlotnik, CR, WLS, CEIC; A Moisture Mob Consigliere, “The Prime Minister of DYOJO Nation;” Jon Isaacson
- 8:45am: Day 1 Morning Keynote Address by: **Dr. Ralph “Bad Moon Rising” Moon, PhD; A Moisture Mob Associate**  
“What is Technical Competence, Why is it Important, Planning for the Day you get Sued or are Deposed...What Do You Do?”
- 9:30am: **Robert “Concrete Bob” Higgins, Moisture Mob Capo**, The Concrete Family  
“What You Need to Know about Inspecting and Drying Concrete: How Wet is it, When is it Dry and Why Citations are Important to Back-up The FACTS?”
- 10:15-10:30am: Mid-Morning Refreshment Break
- 10:35-11:45am: “From the Floor to the Rooftop: A Moisture Mob Tag Team Presentation!”  
**Howard “Woodie” Brickman and John T. “The Roof Guy” Hull**, Moisture Mob Capos for the Hardwood and Roofing Families  
**Howard:** An Introduction to Wood Science Technologies, Evaluating Jobsite Conditions, Sourcing & Working with Craftsman, & What to Expect in the Subcontractor Relationship”  
**John T:** Best Practices for Commercial Roof Inspections, Use of Moisture Locating Technologies and How to Interpret the Readings to Spot False Negatives”
- 11:45am-Noon: The Morning Round-up: Moderated Town Hall Style Q&A
- Noon to 1:00pm: Deli Style Lunch in Vendor Space, Lobby Bar Area & Outside Patio
- 1:15pm: Day 1 Afternoon Keynote Address by: **Andrew Rynhart, Tramex Meters CTO, Moisture Mob Blood Brother & Made Man**  
Title: “Separating Fact from Fiction in Moisture Testing, Using Accurate Information Backed-up by Citations and Seeking the Truth to Get the Best Results”  
2024 is Tramex’s 50th Golden Anniversary Year: You Learn a Lot in Half a Century!
- 2:00pm: **Dr. Joe Spurgeon, PhD:** Leading Authority on Mold & Smoke Assessment, Sampling Methodologies, Expert Witness and File/Report Reviewer  
“The Essential Elements of a Professional Formal Report and How to Defend Your Assessment Reports, Recommended Protocols & Post Remediation Verification (PRV)”
- 2:45pm: The Cajuns Weigh-in: **Huey Miller, Jr., Environmental & Restoration Contractor**  
“Lessons learned from storm response preparedness, mobilization, and logistics in an affected region: Working as a subcontractor and managing the crews to deliver on the prime contractor’s customer promise, and assure you get paid!”
- 3:15-3:30pm: Mid- Afternoon Refreshment Break

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- 3:35-4:40: The CIH's Weigh-in: **Mike “Jersey Boy” McGuinness, of RK Environmental** and **Jeremey “Sunshine State Kid” Beagle, CIH (IAQA 1st VP)**, will collaborate in an over-the-top tag team presentation on the Risk Assessment model and understanding the roles & goals of the Multi-disciplinary approach to successful project completion. **McGuinness:** Mike considers himself a CIH who applies building science principles to his work and will offer his perspective on “The Risk Communication” model in an IAQ emergency. **Beagle:** Jeremy is the Vice Chairman of IICRC's S530 and will share what he has seen and earned in the field and offer insights on how to spot problems and avoid making mistakes that will get you in trouble!
- 4:40-4:55pm: The Afternoon Round-up: Moderated Town Hall Style Q&A
- 5:00pm: Closing Comments, Instructions for Winter Break Banquet & Networking Dinner
- 6:00 to 10pm: Banquet and Networking Dinner (Included in Conference Registration)  
Winter Break 2024 Banquet, Reception and Networking Dinner at DeRomo's La Fontana Banquet Room Overlooking the Bonita Bay Promenade, (Included in Full Conference Registration). Shuttle service will be available to the venue.  
The dress code is business casual!  
This will be a special gathering of multiple industry sector influencers and offer a highlevel opportunity to enhance professional relationships.  
A few VIP guest speakers will give short presentations during coffee & dessert on important updates regarding higher learning educational opportunities, industry consolidation and future plans for Winter Break 2025!
- 10:00pm-Midnight: Return to Hotel, Convene to Cigar Smoking Area, Hospitality Suites, or Board Room for Late Night Podcast Interviews!

## AGENDA

### Saturday February 3rd

#### Main Conference Day 2: The Business Program

- 8:00-8:30am: Coffee & Danish in Seminar Room, Breakfast in Lobby for Registered Guests & VIP's Staying Overnight in Hotel, and Visit Vendors Adjacent to Lobby Bar
- 8:30am: Welcome, Reminder Anti-Trust Policy, Opening Comments & Day 2 Overview
- 8:45am: Day 2 Morning Keynote Address by: **Angela M. “The Collection Czarina” Bajramaj; Partner for Michigan office of Edward H. Cross & Associates and member of Team Restoration CrossCheck**  
“The Cradle to Grave Process for Best Practices to: Secure the Project, Document the Project, Deliver the Project and Get Paid on the Project!” Any Questions?
- 9:30am: **Jon “Intentional Restorer” Isaacson, Published Author, Podcaster, Estimating and Project Management Aficionado, and Student of Industry History**  
“The 3 P's of Project Management: People Management, Project Management and Process Management”: An Interpretive Presentation of PMBOK's 4 Principles of Project Management
- 10:00-10:15am: “A Ted Talk: Using a Customized Pricing Guide as a Competitive Advantage” ... Consigli says, “In the Pre-Digital Age, Restorers Asked Insurers to be on Their Approved “Carrier” List, Boy Have Things Changed!”
- 10:15-10:30am: Mid-Morning Refreshment Break



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- 10:35-12:00pm: The 3rd Party Consultants (TPC's) Weigh-in: **John Lapotaire, CIEC; A Moisture Mob Associate, Ken “Rainman” Larsen, CR and Ken “The ETA Guy” Siders, CMP**  
**TPC Abstract:**  
An Allstar Sunshine State Trio offer their unique perspectives on working in Florida and responding to CAT events around the state and in other “hurricane prone” regions from Texas to the Caribbean and all points in between! John, Ken L and Ken S are involved in too many aspects of the IAQ, Restoration, Remediation and Construction industry sectors to list!
- 12:00-12:15pm: The Morning Round-up: Moderated Town Hall Style Q&A  
12:15 to 1:15pm: A Taco Bar Lunch Served in Vendor Space, Lobby Bar & Patio Area  
**Note:** Last chance to interact with All the vendors, as some may break down after lunch, others will still be available through the afternoon break.
- 1:30pm: Day 2 Afternoon Keynote Address by: **Josh Bachman, Business Development Adviser: Violand Management Associates (VMA)**  
“The State of the Industry on Software Integration and Best Practices for Estimating & Documentation in the Property Restoration & Insurance Damage Repair Industry”
- 2:15pm: A Tandem Presentation by **Kelvin Rynhart, Moisture Mob Blood Brother & Made Man, and Ryan Stanley, Moisture Mob UK Enforcer**  
“An Update on Cloud Based Moisture Testing Technologies & Software Integration for the TREMS Remote Monitoring System”: A Full Toolbox” is becoming the Standard of Care! Kelvin Rynhart, Tramex Meters Sales Director (The Face on the Frontlines) and Ryan Stanley, Tramex World-wide Head of Monitoring (“The Brit,” based in London)
- 2:45-3:05pm: Afternoon Refreshment Break & Last Chance to Visit Vendors  
3:10-4:45pm: The Insurance Industry Sector Perspective, Another 2 Moderator Affair!  
**Guest Referee: Phil Rosebrook Jr, CR** will reprise his role as Panel Moderator from the 2007 RIA Donnybrook #3 Team Debate on; “End User Marketing vs Vendor Programs”  
**The Panel: An Allstar Quartet!**  
**Peter Crosa, AIC, RPA**, Peter J. Crosa & Associates; Independent Adjusters & Investigators; Past President NAIIA: The “Lead-off” Hitter, offering a perspective on the Insurance Game, he authored a book on “Soft Selling to Hardened Claim Adjusters, and introduced the “Widow Brown” Concept.  
**Melissa Hastings, WLS**, Director of Contractor Relations, Accuserve Interiors Restoration and Reconstruction Division (TPA perspective): In the “2 hole”, offering a unique viewpoint as a second-generation restorer, having immersed herself in the world of restoration from an early age. As Director of Contractor Relations in the TPA World, she will play a pivotal role in strengthening Accuserve connections within the contractor network, fostering collaborative partnerships, and driving the success.  
**Ramona Gallagher**, Great Estates Inventory, LLC; Licensed Public Adjuster in 6 states including the Sunshine State of Florida: In the “3 hole” weighing-in from the viewpoint of a High-End Contents Specialist, who recently became licensed in Florida to represent storm victims who need help in settling high profile claims in a “topsy turvy” insurance market. Ramona’s roots are in Massachusetts and her primary market area is the Northeast region.

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**Andrew “Andy The BI Guy” Sall**, The Business Interruption Guy, In the “Clean-up” Spot, is the BI Guy based in Houston, Texas who is dedicated to helping business owners get a “fair shake” for their business interruption claims coverage on their insurance policy. Andy likes working with restoration contractors as they have a shared interest to see a mutual client get back in business fast and to be fairly compensated. He is a good guy to know if you specialize in Commercial Restoration losses!

4:45-5:00pm: The Afternoon Round-up: Moderated Town Hall Style Q&A

5:00-5:15pm: Closing Comments, Conference Wrap-up, and Adjournment!

6:30 to 9:30pm: Optional Networking “Going Dutch” Dinner by Reservation Only!

The “after dinner party” for those planning to be in town, you can sign up for a “Go Dutch” Networking Dinner at a high-end “Peter Luger’s Style” Steak and Seafood Restaurant in Bonita Springs not far from the hotel. Details will be on the registration sheet for conference attendees and VIP invites who are interested in reserving a seat to, “break bread & drink fine wine” with friends and colleagues.

## **Friday, February 9th**

### **Winter Break 2024 Highlight Show:**

Live at 12noon to 1:00pm eastern time zone in the USA

Join IAQradio+ with Radio Joe Hughes, Cliff “Z-man” Zlotnik, Pete “Global Restoration Watchdog” Pete Consigli and special guest Jon “The DYODO” Isaacson; in an “around the horn” style show, capturing the key take aways of Winter Break 2024!

The Z-man Blog will be posted to the IAQradio+ home page on February 14th, 2024.

### **WINTER BREAK 2025:**

Make plans for early to mid-February to be back in Southwest Florida at the Naples Hilton to attend the Andrew Ask Building Science Symposium (AABBS 2025). 2025 preconference workshop dates and details to be announced in mid to late Spring 2024!



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## **Keynote Speaker: Josh Bachman**

### **Business Development Advisor | Violand Management Associates**

Josh is a seasoned veteran of the restoration industry with a background in operations, estimating, and project management for two highly respected restoration companies.

His career began as a middle school teacher where he learned to be an active listener and found that engaging with students' individual learning styles could yield retention which ultimately led to desired results-things that have also proven helpful with clients.

His analytical approach and “meet you where you are” coaching style help clients create highly functioning teams to achieve sustained growth on their terms.

Josh earned his bachelor's degree in mathematics from The University of Texas.

Contact Josh at: [jbachman@violand.com](mailto:jbachman@violand.com)



## **Keynote Speaker: Angela M. “The Collection Czarina” Bajramaj**

Angela Bajramaj is an attorney, licensed contractor, and a passionate advocate for restorers. Prior to joining Ed Cross as his law partner in May of 2023, Angela served as Corporate Counsel for BELFOR Property Restoration for eight years, where she oversaw U.S. collections, managed dispute resolution, and designed and implemented solutions to regulatory issues. Following Hurricane Ian, Angela served with BELFOR's first response team, which helped further foster a deep understanding of the unique and profound challenges that restoration contractors face.

Angela is a graduate of Wayne State University of Law School with a Juris Doctorate Degree and holds a Bachelor of Arts in Journalism from University of Wisconsin – Madison. She is one of the few female lawyers in the United States who holds a Residential Builder License. Prior to becoming an attorney, Angela worked in the construction industry in her family's contracting business for almost 20 years.

Angela brings years of restoration and collections experience to the Law Offices of Edward H. Cross, and her addition enhances the firm's capacity to advocate for Michigan restorers and provide specialized legal support for restoration-specific issues in other states. Angela is also a member of team Restoration CrossCheck. Restoration CrossCheck is a subsidiary of Edward H. Cross & Associates and serves a unique vacuum that a maturing Property Restoration industry needs filled to flourish and prosper.

For More Information: [AngelaBajramaj@edcross.com](mailto:AngelaBajramaj@edcross.com)

Visit Home Page: <https://edcross.com/>



## **Speaker: Jeremy D. Beagle, CIH**

### **SDII Global Inc.**

### **Senior Principal Scientist**

Jeremy has been performing causation assessments and expert witness testimony pertaining to water damage, fungal growth, and other indoor environmental concerns in the built environment for almost 20 years. Mr. Beagle is a Board-Certified Industrial Hygienist as well as a Council Certified Moisture Control Consultant and Council Certified Microbial Consultant.

He also holds the Water Restoration Technician designation from the Institute of Inspection Cleaning and Restoration Certification (IICRC). He is the First Vice President of the Indoor Air Quality Association (IAQA) and is a Consensus Body Member for the Current IICRC S530 Standard for Indoor Environmental Assessment for Suspected Mold Contaminated Structures.

Mr. Beagle frequently speaks at conferences, workshops, and provides continuing education. Mr. Beagle has authored industry-related articles and most recently published a paper as part of the ASCE Forensic Engineering 9th Congress proceedings.

For More Information: [jbeagle@sdii-global.com](mailto:jbeagle@sdii-global.com)

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## **Speaker: Robert "Bavarian Bob" Blochinger, 3rd Party Flooring Consultant**

Bob was raised in New York City, working in the family construction business. He moved to Florida for college, majoring in business management and worked seasonally in the hospitality industry. Bob began his career in the flooring industry in 1970, offering carpet cleaning and installations while specializing in water and fire damage restoration work.

In the early 1980's he expanded into the retail department store sector providing installation of floor covering sales. During the 1990's his company started to service the architectural and interior design trade with high-end floor covering product sales and installations for residential, commercial, and industrial application.

In 1990, Bob attended Southern Tech GA, specializing in technical training for carpet manufacturing and inspection. This started his career in forensic review of floor covering products that have a negative impact on performance, appearance and/or use. He is a multi-discipline flooring consultant.

Bob also works as an expert witness, inspector and investigator for law firms, condominium associations and flooring manufacturers. He consults for flooring projects on bid package formatting and review, installation supervision and maintenance procedures. Bob's oversight consultation assignments often require moisture testing of concrete for public works projects and private corporations tracking major installations from the retail store to the manufacturing facility.

For More Information: [bob@blochinger.net](mailto:bob@blochinger.net)



## **Speaker: Howard W. Brickman Aka, "Woodie"**

'84 to Present Self-employed . Have established a full-service hardwood flooring consulting and contracting company. Specialize in custom installations such as Great Hall-Faneuil Hall, Hatch Memorial Shell, Boston; Henri Bendel Store, Boston; The Country Club, Brookline; Mechanics Hall, Worcester. Federal Reserve Bank, Boston; and This Old House Program WGBH.

Operate a private wood flooring consulting service providing service to the U. S. with regard to manufacture, storage, installation, finishing, & job site conditions. Also have conducted a complete courses of instruction on all aspects of installation, sanding, finishing, and inspecting of wood floors. Have conducted numerous seminars at NWFA and Floor Education Guild events. Winner "Floor of the Year" contest 2000. Technical consultant for Bob Vila TV "Home Again."

Charter member Wood Floor Guild. Certified NWFACP Wood Floor Inspector 2004 to January 2009, did not renew in 2009 due to disagreement with NWFACP policies.

Certified NWFACP Install, Sand & Finish, Nov 2008 to 2013. Charter member NWFA 1986-2013 and member of Technical Committee did not renew in 2013 due to disagreement with NWFA policies.

Education:

Attended State Technical Institute- Memphis , 1977-78 Architectural Engineering

Attended University of Massachusetts-Amherst , 1995-98 Building Materials & Wood Technology M.S. and Ph. D. coursework completed May 1997. Teaching Assistant in Wood Anatomy Lab Thesis and Dissertation not completed.

Contact Details: Phone: (781) 659-7209 E-mail: [hwbrickman@gmail.com](mailto:hwbrickman@gmail.com)



## **Conference Host, Project Manager & Speaker: G. Pete Consigli, CR, WLS**

### **Industry Adviser, RIA Honorary Member & Historian**

Pete Consigli is a Restoration Industry Association (RIA) Certified Restorer (CR) and Water Loss Specialist (WLS) and has been a member of the Restoration Industry Association since 1977. Over the years he has been an active volunteer and filled various association leadership roles. Pete is RIA's "Resident" Historian and an archival resource to the industry. In 2008, Pete received RIA's most prestigious honor for excellence in restoration, the Martin L. King award. In 2012 RIA made Pete the second honorary member to its association, only the third such honor in RIA's 75 years.

In 2015 in Dallas Texas the Indoor Air Quality Association (IAQA) inducted Pete into the IAQA Hall of Fame. Pete has been an adviser and bridge between the restoration industry and IAQ and Building Science communities since the 1990's.

Pete Consigli has been in the cleaning, restoration, and IAQ industry for five decades. He contributes to trade publications and standards development and participates in industry events. Pete has been an Adviser for RIA's Water Loss Specialist (WLS) advanced certification designation and enjoys Emeritus status as one of the WLS program's founding fathers to the program since its inception in 1999.

The RIA recognized Pete in 2021 at their 75th Diamond Anniversary Convention in Orlando, Florida by naming its new scholarship program, "The RIA Pete Consigli Educational Scholarship Award" in his honor. RIA presents the award at its Annual Convention and Exposition.

Pete has been an advocate of Purdue University's Disaster Restoration and Reconstruction Management (DRRM) program. He has provided guest lectures to the DRRM students assisting with internships & employment in the industry.

When asked, Pete advises the RIA education committee and staff on matters impacting the restoration industry and its members. In his 5th decade in the industry Pete enjoys his reoccurring role on IAQradio+ as the "Restoration Global Watchdog. He is wellknown as the Building Science Summer Camp's "Executive Chef Emeritus." Pete and long-time friend Cliff "The Z-man" Zlotnik, CR, WLS, CIEC are Consigli's (advisors) to the Moisture Mob!

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## **Speaker: Peter J. Crosa, AIC, RPA**

### **Peter J. Crosa & Co.**

Mr. Crosa is CEO of Peter J. Crosa & Co. He has been an Executive General Adjuster for over 30 years overseeing large complex losses throughout the United States and Latin America for top rated insurers such as Chubb, Zurich, AIG and Arkwright Mutual/FM Global, Certain Underwriters at Lloyds and Risk Managers for City of New York, City of Atlanta, and State of Georgia.

Mr. Crosa is past president of the National Association of Independent Insurance Adjusters (NAIIA). Over his career he has traveled the country conducting workshops for restorers and giving keynote speeches and department of insurance approved CEC courses for contractors and trade associations on the topic of marketing restoration services to and building relationships with adjusters, agents, and insurance companies.

He is the author of The Complete Marketing Manual for Restoration & Mitigation Contractors to generate Business from insurance claims.

For More information visit or email: [www.peterjcrosa.com](http://www.peterjcrosa.com) - [peter@peterjcrosa.com](mailto:peter@peterjcrosa.com)



## **Lead Moderator: John Downey**

John Downey is a fourth-generation carpet cleaner who began his cleaning industry odyssey in 1973. He recently stepped down as chairman of the Cleaning Industry Research Institute (CIRI), a nonprofit cleaning science research organization. Downey has decided to make Winter Break 2024 his swan song. Briefly, over the course of his career Downey:

- managed his family's cleaning business in Columbus, OH from 1979-1984;
- founded and ran his own cleaning business, also in Columbus, from 1984-1989;
- founded Cleanfax magazine and served as publisher and editor from 1989-1997.
- continued as editor of Cleanfax, after selling it in 1997, until 2000;
- became the master distributor and later the owner of Steamain Demon Company, the manufacturer of a high-flow extraction carpet cleaning machine invented by his brother, Mike, from 2000-2005;
- founded and continues to serve as owner-operator of Downey's Carpet Care of Granville in 2005;
- established the first peer-review journal for the cleaning and disaster restoration industry, The Journal of Cleaning, Restoration & Inspection in 2014 for the IICRC;
- was the Conference Manager for the industry's first series of technical sciencebased symposiums under the IICRC and CIRI brands and;
- became executive director (and more recently chairman) of CIRI in 2018. While at CIRI Downey established a new peer-review journal, Cleaning Science Quarterly. In 2021 the journal's name was changed to the Journal of Cleaning Science.

Downey's decision to end his public career at this event is not an accident. It is an opportunity to step offstage at an event hosted by his good friend, colleague and fellow industry watchdog, Pete Consigli. Pete has been an advocate and a warrior on behalf of restorers since before there was a restoration industry. As a watchdog, he has ferociously policed the integrity of the restoration industry for decades, matched only by his friend and colleague, Cliff Zlotnik.

**Oh, and one more thing:** Like Downey, when Consigli is cut he bleeds scarlet and gray!

*Footnote:* Ohio State's official school colors since 1878, Scarlet and Gray were chosen by a group of three students in a lecture room in University Hall because “it was a pleasing combination...and had not been adopted by any other college,” noted selection committee member Alice Townshend Wing.

Mr. Downey's contact info:

[jdowney@johndowneyco.com](mailto:jdowney@johndowneyco.com).

John Downey | President

Downey's Carpet Care of Granville

[www.johndowneyco.com](http://www.johndowneyco.com)

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# “Restoration Winter Break: A Sunshine State Customer Intimate Summit!”

Fairfield Inn by Marriott Bonita Springs Florida | February 1st to February 3rd, 2024



## **Conference Delivery Team: Ashley Easterby**

Ashley Easterby has over 4 decades experience in owner/operator small business in Australia and an extensive understanding of the need to build and maintain successful relationships and strategic alliances to ensure a successful business.

In 1992 he entered the carpet cleaning industry by purchasing an existing carpet cleaning and pest control business. He grew this business and added further restoration services including water damage, sewerage remediation, mould remediation, fire and smoke damage, odour problems, trauma, and crime scene cleanups. He later merged this business with another business to form a larger entity.

In 2002 he was instrumental in the formation of a group of like-minded Water Damage Restoration companies into the leading independent restoration network in Australia. This network provides restoration services with national coverage for the needs of Insurance Companies via a transparent, local, and cost-effective service.

2005 saw expansion of this process into the Flat Glass Replacement industry to provide services to the insurance claims arena with the group becoming the largest independent glass replacement network across Australia.

Industry Research and Study: To learn further about the carpet cleaning and restoration industry he has been actively involved with industry associations both locally and internationally. He has served in various roles including, Committee Member, State President and has served on both state, national & international committees.

As a keen supporter of the global restoration industry, he has been able to travel to international industry events and through friendships formed been able visit many likeminded businesses.

These industry relationships have opened doors and assisted to see firsthand events and learn about catastrophes from both an operational and planning perspective.

Martin L. King Award winner In 2014 Ashley was presented with the Restoration Industry Association (USA) highest award for individuals who have over many years made significant and conspicuous contribution to the restoration profession. He is only the second person outside of North America and the first person in the southern hemisphere to receive this award.

Contact Information:

Email: [ashley@networkrestorers.com](mailto:ashley@networkrestorers.com) Website: <https://networkassist.com.au/>

Direct Phone: 0414 349 348 - International: +61 414 349 348



## **Speaker: Ramona Gallagher**

Ramona Gallagher graduated from the University of Massachusetts, Amherst, MA (UMASS) in Retail Management. Her first involvement in preparing inventories began in the early 1980's while she was interning with Bloomingdale's Department Store. She continued to oversee inventories for other retail companies where she was employed such as G. Fox, Filenes, August Max, and many others.

Ramona has been performing insurance loss inventories for over 20 years. She first got involved with insurance loss inventories while working for Comprehensive Inventory Services, Westfield, MA; which later was sold and became Enservio Select; one of the leaders in high end professional insurance inventory services.

She worked at Comprehensive Inventory Services for seven years as Senior Project Manager specializing in high end personal property losses greater than 1 million dollars.

Ramona saw a growing need to provide accurate and detailed oriented inventories. In 2006, she launched Great Estates Inventory, LLC providing inventory services for area businesses, private individuals, attorneys, accountants, and other public insurance adjusters.

In 2015, Ramona obtained a Certificate in Appraisal Studies in Arts and Antiques from Rhode Island School of Design (RISD), Providence, RI.

In addition to her studies at RISD, Ramona successfully completed training of the Uniform Standards of Professional Appraisal Practice (USPAP), the standard accepted by the Federal Government and its agencies for the conduct of appraisals and passed the Code of Ethics exam.

In 2016, Ramona received the designation of Certified Property Insurance Appraiser (CPIA) and can act as an appraiser for either the insurance companies or the insured during arbitration (reference) disputes.

In 2019, Ramona was recognized and joined the prestigious group of Registered Third- Party Evaluators. (RTPE) an international roster of insurance restoration experts who assist insureds in the preparation of insurance claims.

Recently, Ramona was voted in by the Consensus Board to participate on the IICRC S320 Standard for Professional Assessment, Cleaning, and Restoration of Contents committee as a subject matter expert and will contribute in the development of the first written standards manual regarding contents.

Ramona is currently working towards the RIA designation as Contents Loss Specialist (CLS) and has been taking several of the prerequisite courses, starting with the IICRC designation of Water Damage Restoration Technician (WRT).

Ms. Gallagher is a licensed public adjuster in the state of Connecticut, Massachusetts, Rhode Island, Florida, Georgia, and Texas. She is a member of the Connecticut Association of Public Insurance Adjusters (CAPIA), Insurance Appraisal and Umpire Association (IAUA), Restoration Industry of America (RIA), Greater Mystic Chamber of Commerce, (GMCC) and the Mystic River Yacht Club (MRYC).

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# “Restoration Winter Break: A Sunshine State Customer Intimate Summit!”

Fairfield Inn by Marriott Bonita Springs Florida | February 1st to February 3rd, 2024



**Speaker: Melissa Hastings, WLS**

**Director of Contractor Relations:**

**Accuserve Interiors Restoration and Reconstruction Division**

Melissa Hastings is the Accuserve Director of Contractor Relations for the Interiors Restoration and Reconstruction division. With a rich history in the restoration industry, Melissa brings a wealth of knowledge and experience to Accuserve's growing team.

Melissa is a second-generation restorer, having immersed herself in the world of restoration from an early age. Her journey began alongside her father, who owned and operated a highly successful Rainbow Restoration franchise for three decades in North Texas. Throughout her tenure in the family business, Melissa wore many hats, gaining invaluable insights into the industry. Her roles ranged from being an integral part of the production crew to serving as Project Manager, Office Manager, and eventually, General Manager.

Following the successful sale of the family business and her father's well-deserved retirement, Melissa took her expertise to the Rainbow Home Office in Waco, TX. There, she served as a Franchise Business Coach, specializing in onboarding and training new Rainbow Restoration franchise owners. Her commitment to excellence and passion for mentorship became evident as she guided others in navigating the intricate landscape of restoration entrepreneurship. Prior to joining Accuserve, Melissa served in leadership roles within various restoration organizations in AZ and KS. Her diverse experience equipped her with a unique perspective on industry best practices, making her a valuable addition to Accuserve's team.

Melissa holds the esteemed title of Certified Franchise Executive, a testament to her dedication and proficiency in franchise management. Additionally, she is an IICRC Master Water and Fire Restorer, showcasing her mastery of crucial restoration techniques. Her accomplishments also include being awarded the Water Loss Specialist designation from the Restoration Industry Association.

As Director of Contractor Relations, she plays a pivotal role in strengthening the company's connections within the contractor network, fostering collaborative partnerships, and driving the success of the Interiors Restoration and Reconstruction division.

For More Information: [Melissa.Hastings@accuserve.com](mailto:Melissa.Hastings@accuserve.com)

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**Speaker: Robert "Concrete Bob" Higgins**

Bob Higgins has expertise in moisture-related concrete issues, having been involved with waterproofing, technical committees, professional groups, lecturing, teaching, and construction defect litigation. Bob Higgins is equally involved in product and process development, having developed most of the products manufactured and marketed by his former company SINAK Corporation, as well as owning or co-owning patents for moisture testing. Bob has authored articles in local and national publications, lectured in regional and national conventions. Bob has contributed to, used as an expert resource, or written over 100 papers involving moisture-related concrete issues including deterioration mechanisms, testing protocols, diagnosis, inspection, and repair.

**Construction Defect** - expert opinion and testimony

**Inspection** - Before Installation: How to rigorously evaluate, analyze and determine what-if steps may be needed prior to floor installation.

**When Problems Arise:** Determine what went wrong, why, and how to evaluate and analyze correctly and accurately; determining root-cause.

**Specifications** - Assisting in Architects/Engineers/Designers to develop sound concrete specifications for the ever-changing environmental restrictions and product changes.

**Professionally** - Bob has been involved with waterproofing since 1976 and has functioned as an expert in construction litigation since 1985. Bob was Vice President and Chemist/Product Development for SINAK Corporation for 30 years (1979-2009).

For More Information: [rcconsulting.higgins@gmail.com](mailto:rcconsulting.higgins@gmail.com)

# “Restoration Winter Break: A Sunshine State Customer Intimate Summit!”

Fairfield Inn by Marriott Bonita Springs Florida | February 1st to February 3rd, 2024



## **Speaker: John T. Hull**

### **Aka “The Roof Guy”**

John T. Hull has 25+ years in the roofing and coatings industries. He is a recognized authority on roof restoration and moisture detection within the roof and building envelope. Mr. Hull has provided technical support, training, and consulting in over 30 Countries. His expertise in roof restoration has contributed to roofing projects at NFL stadiums, airports, universities, hospitals, military bases and even the White house.

### **Mr. Hull’s background includes being the former:**

- President and Operator of Hull Roofing
- Global Sales & Technical Director for The Sherwin-Williams Roofing Solution Group
- Mr. Hull currently runs three companies all affiliated with the building envelope industries:
- President of Hull Group Inc.---(HGI) Hull Group Inc. is a manufacturers rep agency servicing the roofing and building materials industry.
- President of Gulf Coast Infrared --- (GCI) Gulf Coast Infrared is a roof moisture detection company specializing in roof condition and roof moisture survey and analysis.
- President of American Roofing Educators --- (ARE) is a training company based in North Florida that provides training to the roofing and building envelope industries.

### **Mr. Hull’s current certifications and professional affiliations include:**

- ITC Level II Certified Thermographer
- Licensed Nuclear Moisture Gauge Operator
- Member of IIBEC (Institute of Building Enclosure Consultants)
- Voting Member ASTM D08 Roofing Committee

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## **Conference Moderator & Blogger: Jon Isaacson**

Jon Isaacson, The Intentional Restorer, is a contractor, author, and host of The DYOJO Podcast. The goal of The DYOJO is to help contractors shorten their DANG learning curve.

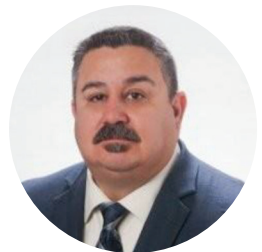
Contractors in search of leadership development, team engagement, and professional growth will find value in listening to The DYOJO Podcast and reading the Be Intentional series of books.

Jon has been in the skilled trades for over 20 years. Jon has helped start, grow, and revive various divisions including full service, mitigation, abatement, remodeling, and repairs.

He is currently the Vice President of Operations for ARES in Puyallup, WA.

Contact Jon - [iz@thedyojo.com](mailto:iz@thedyojo.com)

Enter the DYOJO - [thedyojo.com](https://thedyojo.com)



## **Speaker and Moderator: John P. Lapotaire, CIEC**

John P. Lapotaire is a Building Envelope & Indoor Environment Consultant providing IAQ consultation for commercial and residential properties. He is a Florida Licensed Mold Assessor, a Council-certified Environmental Thermography Consultant, CETC. Council-certified Indoor Environmental Consultant CIEC.

John’s professional experience has led to appointments and elected positions to several international industry association committees and boards.

As a CIEC, he has earned the most respected certification in the field of indoor environmental consulting based on his training and field experience in building sciences, industrial hygiene, and indoor environmental risk assessment.

The certification documents John’s skills and knowledge regarding design, construction, and operation of buildings with respect to the quality and efficiency of the indoor environment in a manner that could be relied upon by individuals and organizations seeking John’s services as a consultant or advisor for the assessment and management of new or established indoor environments. John’s specialties are, Expert Witness, Cause & Origin Forensic Water Intrusion Investigation, Building Envelope Failure, Indoor Environmental and Indoor Air Quality Assessment, Nuisance Odor Investigation.

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# “Restoration Winter Break: A Sunshine State Customer Intimate Summit!”

Fairfield Inn by Marriott Bonita Springs Florida | February 1st to February 3rd, 2024



## **Speaker and Moderator: Ken Larsen, CR**

Ken Larsen, CR®, WLS®, FLS®, CLS®, CMP®, CSDS has been in the restoration industry since 1978. He holds RIA, ACAC and IICRC advanced designations. Recipient of the 32nd RIA Martin L. King Award for his many contributions and sincere dedication to the Restoration Industry, his career includes 18 years as an independent property restoration contractor, consultant to restorative drying during catastrophes and large loss drying coordination, expert witness, Director of Education for North America's largest disaster restoration contracting organization, and now the author of one of the industry's leading technical resource book on the subject of structural restorative drying – Leadership in Restorative Drying.

He is currently an IICRC Approved instructor of WRT, ASD and CDS certificate courses. Larsen is also an RIA instructor of the restoration industry's advanced certification credentials: Water Loss Specialist (WLS®), Fire Loss Specialist (FLS®), Contents Loss Specialist (CLS®), Certified Mold Professional (CMP®) and Certified Restorer (CR®). He serves as Chair for RIA approved Instructors, Trainers and Subject Matter Experts, a sub-committee of RIA's Education Committee. Larsen presently serves as Senior Technical Director for the International Dry Standard Organization (IDSO) and Director of Education for the Restoration Leadership Institute (RLI) and lead consultant for the Restoration Expert Panel (REP) and DryStandard Inspections (DSi). He is also a Registered Third-Party Evaluator® (RTPE).

For More Information: [ken@drystandard.org](mailto:ken@drystandard.org)



## **Speaker: Mike “Jersey Boy” McGuinness, CIH**

### **Michael McGuinness, CIH, CET, CIAQP**

Mike is a Certified Industrial Hygienist with sub-specialty certification from the American Board of Industrial Hygiene (ABIH) in Indoor Environmental Quality (IEQ) sub-specialty.

He is also a Certified Environmental Trainer through the National Environmental Training Association.

He is a Certified Indoor Air Quality Professional through the Association of Energy Engineers with over 35 years professional experience in the public sector with the Occupational Safety and Health Administration (OSHA) and the NJ Bureau of Engineering and Safety. Most recently he serves as principal in the environmental consulting firm R.K. Occupational and Environmental Analysis, Inc. based in Phillipsburg, New Jersey.

Mike is a frequent presenter at national IEQ events and was a Course Director for Mold Remediation and Health and Safety training at the late, great Mid-Atlantic Environmental Hygiene Resource Center (MEHRC), part of the University City Science Center at the University of Pennsylvania. He developed and taught the first Mold Remediation Worker and Mold Remediation Supervisor courses in the USA through MEHRC.

He was also part of the original team of instructors that developed and taught prerequisite courses for the Water Loss Specialist (WLS) designation and certification by the Restoration Industry Association (RIA).

He taught the microbiology and health and safety modules for the WLS course. Mike is also a voting member of the IICRC S-520 Standard for Professional Mold Remediation consensus body and was chair of the IESO/RIA Soot Standard Committee.

Mike is an internationally recognized expert on issues related to Indoor Environmental Quality (IEQ), building science, energy efficient buildings, mold assessments and remediation and environmental microbiology. He is interested in emerging issues as they relate to workers and environmental health and safety. Recent issues would include human exposures and health stressors in water-damaged buildings, potential health and safety hazards presented by nanotechnology and innovative WDB remediation approaches, among others.

He believes that occupational and environmental health and safety considerations must necessarily be an integral part in the development of any new technology as part of the ethical responsibilities implicit in the development of these technologies. Mike is a selfappointed ombudsman for the IEQ industry and has been known to comment negatively on issues he believes are detrimental to the professionalism and ethics of our industry.

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# **“Restoration Winter Break: A Sunshine State Customer Intimate Summit!”**

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**Speaker: Huey Miller, Jr.**

**Environmental & Restoration Contractor**

Huey is an industry veteran and 2nd Generation Restorer, who learned the trade from his dad, Huey, Sr., and now runs the family business as he teaches his son Huey iii, (aka Trey) the art and tricks of the trade for successful CAT response to weather events.

He is an experienced Operations Executive with a demonstrated history of working in the consumer services industry. Skilled in Xactimate, Project Estimation, Fire Management, Renovation, and Environmental Awareness.

Huey and his team respond to catastrophic areawide storms through the Southeastern US states from their home base in Lafayette, Louisiana, ensuring they are properly licensed for the work they do in the areas they serve. Over the years they have serviced the Texas coast, the Midwest storm region, and the Carolinas.

Huey has learned many lessons from storm response preparedness, mobilization, and logistics in an affected region to, “go to work.” Finally, Huey has gleaned valuable insights working as a subcontractor and managing crews to deliver on the prime contractor’s customer promise!

Contact Details: 337-654-2700 [hueyjr@enviroies.com](mailto:hueyjr@enviroies.com)



**Keynote Speaker: Ralph E. Moon, Ph.D.**

Dr. Ralph Moon is the Owner of Ralph E. Moon Consulting Inc., an insurance services company that investigates water-related damage for insurance claims. Dr. Moon specialized in the origin, cause, and duration of loss and is actively involved in litigation services.

Dr. Moon’s research has included the effectiveness of cleaning methods to remove mold from fabrics and the sequential deterioration of a wide variety of wood materials, wood flooring and corrosion on common building components and plumbing materials.

Dr. Moon’s research is used to interpret the consequences of constant and repeated moisture exposure and provides science-based and peer-reviewed research to support decisions on insurance coverage.

During the past 18 years, Dr. Moon has presented his research to attendees at hundreds of insurance-related conferences, educational seminars, and academic congresses.

Dr. Moon is a graduate of Western Michigan University and the University of South Florida; his office is in Tampa, Florida. For more information visit: <http://www.ralphemoonphd.com>



**Guest Referee: Phillip “Phil” Rosebrook, Jr, CR**

**President, Business Mentors**

Phillip has 35 years’ experience in the industry and is President and partner in Business Mentors. Phillip specializes in organizational change, building corporate infrastructure, defining marketing strategy, creating a dynamic corporate culture, developing measurements for accountability, and creating sustainable business plans.

He is a frequent author for Cleaning and Restoration and Restoration and Remediation Magazines. Phil is a previous winner of the Golden Quill Award for his Cleaning and Restoration Article on company direction and vision. He is a frequent speaker at industry events across North America.

Phil worked his way through college as a restoration technician. Over the years he has filled most all positions in a restoration company including starting and running new offices. He is an RIA Certified Restorer (#179) and has held numerous IICRC Certifications. He has been active in the restoration industry for over 35 years and served as an industry advisor and consultant for over 25 years. During that time, he has helped 100’s of companies define and achieve a compelling vision. He has been a key resource in the development of some of the most successful restoration companies in North America. He has a Bachelor of Science degree from the University of Oregon Lundquist College of Business, in Marketing and Management.

For More Information: [phillip@businessmentors.net](mailto:phillip@businessmentors.net)

Visit Home Page: <https://businessmentors.net/>

# “Restoration Winter Break: A Sunshine State Customer Intimate Summit!”

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## **Keynote Speaker: Andrew Rynhart, (CTO)**

### **Chief Technology Officer Tramex Meters**

Andrew Rynhart is the CTO of Tramex Ltd. He was taught from a young age about moisture in buildings from his father who was the founder of Tramex meters and inventor of the first commercially successful nondestructive moisture meters for building inspection. Andrew has been fortunate over the years to have learned a great deal about moisture in the building envelope from many of the world-leading technical people in Roofing, Flooring, IAQ, Water Damage, Pest Control and other industries who use these meters, in the United States, the UK, and Europe. For over four decades, Tramex has been an international leader in design and manufacturing of moisture and humidity meters. Tramex's heritage in innovation began with its foundation in 1974.

Today Tramex continues to innovate, design and manufacture moisture meters for building inspection with the latest range of meters currently being launched. Andrew has been involved in their development every step of the way. Tramex's heritage in innovation dating back to the 1970's inspired by their experience and knowledge of building moisture inspection, Tramex invented, patented, and developed the first ever non-destructive moisture meters.

The company's passion is to innovate, design and manufacture moisture meters for building inspection to the highest standards of precision and durability in a variety of industries such as Water Damage Restoration. Andrew has worked in the business for almost 20 years, having served in a variety of positions from the ground up. He has given a number of presentations, in the UK, Europe and the USA, and authored several articles regarding moisture. Under Andrew's leadership, Tramex has expanded globally in the industries it serves to include all of North America and Australasia.

Reach Andrew at: [andrew@tramexmeters.com](mailto:andrew@tramexmeters.com)



## **Speaker: Kelvin Rynhart**

### **Tramex Director of Sale**

Kelvin is a Sales Manager with over 30 years' experience in customer relations & excellence in service. Enthusiastic about continuous learning in an array of moisture related industries.

[Kelvin@TramexMeters.com](mailto:Kelvin@TramexMeters.com)



## **Speaker: Andrew “Andy The BI Guy” Sall**

Andy Sall of Complex Claims Resolution, LLC specializes in Business Interruption insurance claims. What would happen to your business if there was a fire, flood or cyber-attack that wiped out your income overnight? Would your insurance cover you?

Are you confident that you can submit a complete claim for damages? What do you do if you are denied?

Andrew helps policy holders prepare, present, and defend their business interruption and business income claims and has been doing so for more than 20 years. His success stems from his ability to understand and communicate the quirks and nuances of his clients' businesses using both numbers and words. He has turned paltry claim offers and complete denials from insurance carriers into substantial claim settlements badly needed by his clients to rebuild their businesses. On social media Andrew is known as “Business Interruption Guy.”

Contact info: [businessinterruptionguy@gmail.com](mailto:businessinterruptionguy@gmail.com)

Visit Home Page: [www.businessinterruptionguy.com](http://www.businessinterruptionguy.com)



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## **Ken Siders, CMP, Senior VP House Check Environmental Service**

### **Experience:**

Structural Environmentalist - 20+ years  
Environmental Consultant for the Navy, Air Force TSA  
FEMA Substantial Damage Estimator  
Building Contractor - Commercial and Residential  
Building Inspector  
Expert Witness - Structural Environmental  
Disaster Response - Essential First Responder Services Disasters  
Board Member - Science Counsel Restoration Industry Association

### **Publications, Papers, and Teaching:**

Published: Complete Testing Contrasted with Spot Testing, Cleaning and Restoration Magazine, June 2018 (Vol.55, No.5) Environmental Testing Instructor - House Check Environmental Services Case Study: HVAC Mycotoxin Assessment & Deactivation, July 2021

### **Recent Projects on Note:**

Disaster Response Water Categorization Testing and Assessment  
2018: Hurricane Michael (Florida Panhandle) - 900+ homes and businesses  
2018: Hurricane Florence (Charleston, South Carolina) - 350 condominium units  
2019: Hurricane Dorian (Baker's Bay, Bahamas) - 200 homes  
2021: Hurricane Ida - 65 Lafourche Parish Government Buildings

### **Certifications, Licenses & Education:**

2004 MCB Environmental Microbiology  
Registered Third Party Evaluator, RTPE #32  
FL Licensed Mold Assessor #MRSA2017  
Certified Mold Professional CMP #54  
TX Mold Assessment Consultant, #MAC1788  
Applied Microbial Remediation Technician AMRT  
FEMA Residential Substantial Damage Estimator  
Infiltration and Duct Leakage Professional, BPI #5060054  
Hazwoper 40 hour  
Residential & Commercial Construction Expert, RB0067053



## **Speaker: JOE C. SPURGEON, Ph.D., MBA**

### **Certified Industrial Hygienist (1993-2012)**

Joe attended the University of Pittsburgh as an Air Pollution Fellow where he qualified for a Ph.D. in Analytical Chemistry and a DrPh in Environmental Health. He was a member of the Lead-based Paint Poisoning Program at NIST, established and directed the Combustion Toxicology Laboratory at the FAA Technical Center, developed, and implemented EPA's Laboratory Exposure Assessment Project, and directed various IAQ projects in Federal properties for US PHS's Div of Fed Occupational Health.

Joe then spent over 20 years performing primarily residential field inspections and teaching IAQ classes. Dr. Spurgeon is a qualified Expert Witness in (1) microbial IAQ investigations (mold, allergens, etc.), and (2) wildfire smoke residues.

E-mail: [jospur46@gmail.com](mailto:jospur46@gmail.com)

Web Site: <https://expertonmold.com/>

# **“Restoration Winter Break: A Sunshine State Customer Intimate Summit!”**

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## **Speaker: Ryan Stanley**

### **Tramex World-wide Head of Monitoring**

Ryan Stanley is the world-wide Head of Monitoring for Tramex Moisture Meters and is based in London England. His focus for over a decade has been temperature and humidity control of structures to include construction sites, data centers, restoration projects and monitoring of upscale residential and high-profile government buildings and palaces. Ryan has been involved in implementing, monitoring, and documenting specified conditions to maintain moisture levels of materials at desired levels from one week to two years.

The key elements for successful projects was to establish critical moisture testing protocols and implementation of monitoring systems, while allowing multiple stakeholders to observe the conditions including material moisture content for the duration of the project. Ryan has led teams within the United Kingdom (UK) and mainland Europe to understand the correct procedures and standards for various industry sectors establishing appropriate temperature and humidity guidelines.

Ryan can be contacted at: [ryan@tramexmeters.com](mailto:ryan@tramexmeters.com)



## **Conference Lead Blogger: Cliff Zlotnik, CR, WLS, CMH, CIEC**

### **RIA Honorary Member & IAQA Hall of Fame Inductee**

### **Founder Unsmoke Systems & Microban Systems**

### **Founding Father of Water Loss Specialist (WLS) Certification Designation**

When Cliff Zlotnik entered the field of insurance repair in 1974 the industry was embryonic. Cliff is inquisitive, creative with a talent for problem solving. Cliff learned the business of insurance repair by doing it. Using his disaster repair business as a laboratory, he developed methods, procedures, and products to successfully accomplish tasks which were previously undoable. Cliff's techniques in cleaning, odor removal and procedures have become industry standard practices and relied upon globally.

Through his articles, presentations, training programs and IAQradio+ broadcasts and Zman Blogs, Cliff has shared his knowledge and expertise with thousands of insurance damage repair contractors and stakeholders in the Property Restoration Industry.

Cliff Zlotnik is universally known as one of the Restoration Industry's 4 Founding Fathers, a trailblazer and is a pioneer and living legend in the field of insurance damage repair and odor control methodologies.

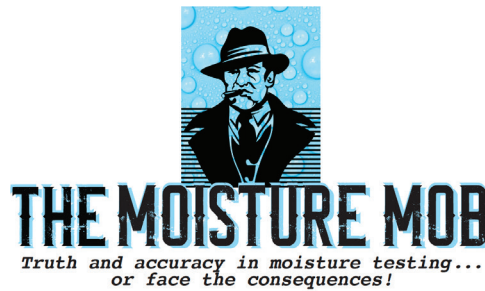
Contact Details: 412-771-2300 or [czlotnik@cs.com](mailto:czlotnik@cs.com)



## **A Word about IAQradio+:**

### **Conference Exclusive Media Sponsor**

Cliff Zlotnik and Joe Hughes pioneered podcasting in the IEQ and Restoration industries with their weekly live shows and blogs. Cliff "Z-man" Zlotnik and Joe "Radio Joe" Hughes have well over 700 podcasts to their name and over the last decade, interviewed a veritable "Who's Who", in IAQ, Building Science and Disaster Restoration sectors. In 2015, the Indoor Air Quality Association inducted Cliff and Joe into the IAQA Hall of Fame for their work with IAQradio+. The IAQradio+ website archives over 700 interviews and 400 blogs as an industry resource at: [www.iaqradio.com](http://www.iaqradio.com)



### **Winter Break Anti-trust Policy Statement**

It is the policy of Winter Break (herein referred to as WB) to comply with the letter and spirit of all applicable federal, state, and international trade regulations and antitrust laws.

All activities or discussions occurring under the auspices of WB shall be conducted in compliance with the letter and spirit of WB anti-trust policy and shall refrain from discussing topics which might be construed as tending to:

- (1) raise, lower, or stabilize prices
- (2) regulate production
- (3) allocate markets
- (4) encourage boycotts
- (5) foster unfair trade practices
- (6) assist in monopolization
- (7) or in any way violate federal, state, or applicable international trade regulations and antitrust laws.

Any activities and/or actions of the WB "delivery team" which may include but is not limited to its host, organizing team, invited speakers, moderators, sponsors, vendors and/or other participants and contributors which violate these regulations and laws are detrimental to the assessment, remediation, reconstruction, and restoration industry sectors and contrary to WB policy.

### **Professional Decorum Statement**

It is the policy of WB to ask educational event attendees, instructors, guest presenters, and other participants and sponsors to refrain from making verbal or written slanderous or derogatory comments about individuals, companies, or other industry entities.

During formal presentations, audience interaction (Q&A sessions) and informal meetings connected with WB events (at the delivery site venue or for off-site functions) it is encouraged that restraint be made from mentioning specific names if not required when asking a question or making a comment.

Please be respectful of other viewpoints during live or digital (on-line) presentations, interviews and at in-person events, and state questions or make comments in a generic form, when possible, to avoid complaints and disputes amongst WB invited guests, attendees, event participants and industry stakeholders. Thank you for complying with this policy designed to encourage a free exchange of ideas and opinions in a spirit of learning by an interaction among attendees with different backgrounds and experiences.

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