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## James G. Wills, CCM

VICE PRESIDENT OF BUSINESS DEVELOPMENT | GRS

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Jim Wills has over 35 years of restoration and disaster planning experience. He is a Certified Continuity Manager (CCM), a licensed All-lines Insurance Adjuster and has been the Managing Director of Commercial Solutions for two of North America's largest restoration and recovery organizations. Jim joined the team of GRS providing a new and refreshing approach to disaster recovery focusing on total event management with rapid reconstruction capabilities.

Jim is committed to the importance of disaster planning, he has established pre-loss agreements with many industry groups, including but not limited to hospitality, retail, healthcare, manufacturing, and educational institutions. He has worked on disaster sites such as the Chicago financial district floods in 1992, the Midwest floods in 1993 and managed the restoration efforts at the Pentagon after the tragic events of the 9/11 terrorist attacks. Jim was responsible for coordinating and triaging losses for clients during the hurricanes in 2004, 2005, 2008, 2011, 2012 and 2017 as Hurricanes Harvey and Irma made landfall. With projects like the Houston First Project, Jim was able to help ServiceMaster serve one of the largest property managers in Houston with a dedicated team from Gilbane Reconstruction Services.

Jim has provided consulting services for major insurance companies after some of the nation's worst natural disasters. He has been a speaker at many trade and industry organizations such as the Property Loss Research Bureau, the National Association of Insurance Woman, Chartered Property Casualty Underwriter, Risk & Insurance Management Society and the National Facility Management and Technology conference.



### QUALIFICATIONS | EDUCATION

- > Over 30 years in the industry
- > B.S. Psychology / Houghton College
- > Master's Course Work in Clinical Psychology / Southern Connecticut State University

### LICENSES | CERTIFICATIONS

- > IICRC – WRT, ASD
- > OSHA Hazwoper 24
- > Licensed Multi-lines Insurance Adjuster
- > Certified Continuity Manager (CCM)
- > Six Sigma/Lean Training

### Relevant Project Experience

#### Houston First Corporation - Houston, TX

Hurricane Harvey 2017; As managing director of commercial and complex loss for ServiceMaster, SRM was selected as the prime restoration contractor to dewater the parking facilities, tunnels, multiple theaters and symphony areas after hurricane Harvey. Working for Gilbane and managing over 450 workers per day, remediation activities included pumping, moisture mapping areas for demolition, providing power generation, desiccant air with make-up air, clean-up and sanitization required to stabilize the conditions of the existing 18 block Theater District Parking Garages, the Wortham Theater Center, Jones Hall, Tunnels and other support areas damaged from Hurricane Harvey. Most of the conditions required heightened safety due to confined space requirements.

#### Collier Country Schools - Collier County, FL

Hurricane Irma 2017; Collier County Schools were impacted by Hurricane Irma just a month after Hurricane Harvey. Most all damage was caused by flooding, lack of air flow and power generation requiring various mitigation and remediation procedure. Areas used for shelter also required clean-up and sanitation services.

#### The USS Gunston Hall - Portsmouth, Virginia

Ship fire 2015; The USS Gunston Hall suffered a fire at the yard in Portsmouth, VA while undergoing an overhaul requiring restoration and clean-up of the mid- section of the ship. Conditions were accelerated by hydraulic fluids that intensified the burn after materials caught fire in the deck above.

#### The New York Aquarium - Brooklyn, New York

Super Storm Sandy 2012; The New York Aquarium suffered damage throughout the facility requiring decontamination, clean up and sanitization. The process required the team to only use green products so the sea life was not impacted further. Damage included water intrusion throughout multiple floors affecting mechanicals and backup power. Salt water required the replacement of electrical lines etc. No sea life was lost during the process.

#### Portsmouth Naval Shipyard - Kittery, ME

USS MIAMI Nuclear Submarine Fire 2012; The USS Miami suffered approximately \$1 billion in damages from a fire while in dry dock. Two months following the fire, work was completed to decontaminate the boat to mitigate further loss. It was ultimately determined that the cost of refit to recommission the boat would exceed the value even though it still had the nuclear capabilities for two more tours.