

Innovative Roofing Solutions



**Exceptional Service.
Trusted Partner.**

Simon has your facility covered from top to bottom.

Our top priority is to provide exceptional service to our customer.

In addition to Simon Roofing, the Simon Surfaces division provides concrete resurfacing and flooring solutions. Simon Coatings provides exterior waterproof wall coatings. Simon Products is the manufacturing division, developing materials for Simon Roofing, Simon Surfaces, and Simon Coatings.



Experience = Expertise

With 125 years of continuous service, Simon Roofing has the knowledge and experience to properly handle even the most complex commercial and industrial roofing needs.

Simon Roofing is owned and managed by the third and fourth generations of the Simon family who strongly believe in always making safety a top priority and providing customers with the best possible service.



A Focused Approach

We learned long ago we could better serve our customers by focusing solely on commercial roofing - no residential work. Our customers rely on our comprehensive understanding of all commercial roof systems, building types, codes and standards, and climate effects.



Better Safe Than Sorry

We hold our job sites and employees to the highest safety standards. Extensive training in safe work practices begins the moment employees are hired and continues throughout their careers at Simon Roofing. We continually assess our work methods and look for ways to bring even safer practices to our job sites, materials, and equipment. We consistently have a lower than average incident rate and experience modification rate, as well as maintain \$50 million in liability insurance coverage.

No Blame Game

If something goes wrong on your roof, it's common for the manufacturer to say it's a workmanship issue and the installer to say it's a materials defect. Simon Roofing is both the manufacturer of the roofing products we use and the installer of those products, so we hold ourselves accountable for your roof's performance. And we back our work with a true warranty. Simply put, if it leaks, we'll fix it.

Simon Technicians, Not Sub-Contractors

Because we hold ourselves accountable for your roof, we want to maintain quality control. As a result, we used our own technicians - not sub-contractors - in 99.9% of our service work across the country. Self-performance is beneficial to our customers for a variety of reasons, including extensive training and employee background checks, eVerifications, drug screenings, and more.

Plus, since we only use our own trained technicians, we can send one technician on Time & Material calls. That means you're not paying for someone to sit in a truck or 'oversee' the work. This results in lower average invoice costs and significantly lower average spend per building over time.



Quality Control From Start To Finish

Simon Roofing has ISO 9001:2015 certification across our entire company, including product development and manufacturing, our customer service center, sales and professional services, and our roof installation teams. This certification requires repeatable, excellent quality products and service, and a commitment to continuous improvement.



We Stand Behind Our Products and Services

Simon Roofing is dedicated to fixing leaks right the first time. We use our own technicians to install our own products for complete quality control. We rarely receive call-backs for service work. In fact, we consistently have less than a 1% call-back rate every year. As a result, we can offer a unique two-year warranty on repairs which are designed to ensure we've fully identified and resolved the leak.

Our comprehensive two-year warranty covers:

- workmanship **AND** materials
- roof repair **AND** roof leak at its location within the building

Other repair warranties cover only the roof repair made on top of the roof. That means if the leak is still coming through the same spot on the ceiling after the repair is made, another bill would be incurred for the callback. Simon Roofing's warranty covers both the repair made on top of the roof and the leak location within the building.

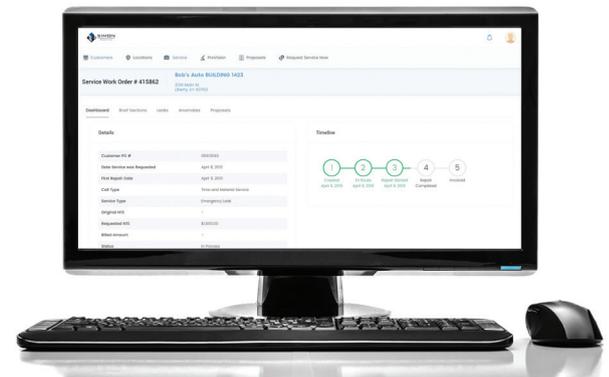
For all Time and Material jobs, Simon Roofing technicians also perform 60-point evaluations, noting both active defects and preventative maintenance recommendations in the reported leak area.



Communication Is Key

Communication is essential to properly and promptly service our customers. That's why we have detailed communication processes for every phase of the service request, including:

- setting up a not-to-exceed (NTE) limit
- delivering an estimated time of arrival for service
- providing a detailed scope of work and before/after photos following every repair



We establish and maintain a Customer Account Profile for each of our customers that includes detailed information such as communication preferences, points of contact, budget restrictions, and specific Key Performance Indicators (KPIs). Simon Roofing also generates automated "report cards" to measure these KPIs identifying areas of excellence and opportunities for improvement.

There When You Need Us

We understand how critical response time is when there's a roof leak – that's why we respond within 24 hours for all emergency calls, and within 3 business days for standard calls. A technician can be dispatched from one of our 60+ service centers across the United States through our online customer portal, or with just one call or email to our 24/7/365 Customer Service Center.

Simon Roofing's Emergency Response Program provides the people, equipment, and experience to quickly and efficiently handle roof damage caused by any type of disaster – natural or otherwise. We can mobilize our crews to service a designated area and will include complete reports of damage with photos, drawings, and critical path scheduling of repairs and pricing for insurance providers.



Restorations

Simon Roofing's goal is to extend the service life of a roof for as long as possible, so repair and restoration options are always considered before resorting to a replacement. In fact, more than 75% of our total work performed last year was comprised of repairs and restorations.

Intervening with a roof restoration at the right time can:

- bring your roof to watertight condition
- add years of warranty protection
- save as much as half of the cost of a complete tear-off and replacement
- reduce waste and add further sustainability by restoring again and again

Replacements

When repairs and restorations are not an option, we offer several high-quality roof replacement systems. Whether you're looking for a built-up, modified, metal or smart alternative to single ply, Simon Roofing has options for every building type in every climate and within every budget.

SR PREVISION™
Powered By Simon Roofing

Determining if a roof is a candidate for restoration begins with a comprehensive evaluation of its current condition. The standard visual inspections and infrared scans can differ greatly based on a roof technician's level of experience.

That's why our SR PreVision evaluations dig deeper. Data, photos, and a core sample are collected from the roof and sent to our in-house laboratory for extensive testing and analysis. The end result is a comprehensive condition report that supplies customers with the knowledge needed to make informed decisions about their roof. This includes an accurate remaining roof life calculation for two scenarios: the roof being left as-is and the roof undergoing recommended repairs or restorations.

The Science of Roofing

Simon Roofing's in-house, state-of-the-art laboratory is at the core of what separates us from the rest.

Our research and development team is comprised of chemists and chemical engineers who continually measure the performance of our existing products, as well as create new products to stay on the cutting edge of the commercial roofing industry. Our products are designed for a specific purpose – whether that be a roof repair, restoration, or replacement.

Our scientists conduct detailed membrane testing and analysis, as well as collect valuable roof data to further test and document the performance of various roof systems, membranes, weathering and more.



Online Customer Portal

Simon Roofing's comprehensive portal provides customers with 24/7 online access to reliable data and real-time tracking of requests for an entire roof portfolio. It also gives the ability to directly request service.

Service Customers

- Tracks real-time leak repair progress from dispatch to invoice
- Provides reports, summaries, and photos, which include the leak from within the building and the defects on top of the roof causing the leak

SR PreVision Customers

- Provides condition reports and roof ratings
- Includes photos, drawings and smart solutions based upon the testing data and analysis



Partnerships

Simon Roofing is a registered supplier on both ISN and Avetta platforms.

We work hand-in-hand with key leaders driving progress within commercial roofing.

- American Chemical Society (ACS)
- American Institute of Chemical Engineers (AIChE)
- National Roofing Contractors Association (NRCA)
- Roof Coatings Manufacturers Association (RCMA)
- University STEM programs

Certifications

Our products consistently meet and exceed standardized tests and certifications.

- International Organization for Standardization (ISO)
- American Society for Testing and Materials (ASTM)
- FM Global
- Cool Roof Rating Council
- Miami-Dade County Florida Building Department
- Florida Building Code
- UL Solutions



Corporate Headquarters

70 Karago Ave. | Youngstown, OH 44512

800.523.7714 | reply@simonroofing.com | SimonRoofing.com

24/7/365 Customer Service Center

866.641.7663 | service@simonroofing.com

60+ Service Centers Across the U.S.