



PROPERTY RESTORATION

### Case Study: Ferguson Showroom/Warehouse, Raleigh, North Carolina

Loss Event: Tornado Damage

Damage: Structural Damage and Water Damage

Challenge: Size of Structure, Amount of Inventory, Timeline

**Ferguson, a leader in the waterworks industry, is the largest distributor of plumbing supplies, pipe, valve and fittings in the U.S.**

It was an overcast, rainy Saturday afternoon in Raleigh, N.C. The day began with only a moderate risk of severe weather, so it was business as usual for the Ferguson sales associates and the dozen or so customers in the 60,000-square-foot Yonkers Road showroom and warehouse.

They had no idea that one of the largest single-system tornado outbreaks in U.S. history was about to violently spawn a tornado – with winds possibly in excess of 165 MPH – that would touch down within a few feet of the front door.

- 12,000-square-foot storage shed ripped off concrete foundation and tossed on warehouse roof.
- Warehouse roof collapsed and the sprinkler main burst. Water intrudes into showroom, destroying custom-made base cabinetry.

#### PHASE ONE:

- Move all salvageable inventories to temporary location. Perform selective demolition at the site. Clean & remove debris.
- Remove and rebuild roof structure. Install new electrical, alarms and sprinkler systems.
- 40 to 60 workers, architects & engineers each day for two months.

#### PHASE TWO:

- Reconstruction of building’s interior, new showroom and counter, additional offices and conference rooms, new warehouse and loading dock area.

**Within three weeks, BELFOR helped Ferguson find a temporary location, move inventory and resume its retail/wholesale business while BELFOR reconstructed the damaged building.**



“To have BELFOR at-the-ready and willing to put us at the top of the priority list is paramount to not only our disaster recovery but also our business continuity.”

**MARY JO WEIER**  
Insurance Services Manager  
Ferguson Enterprises, Inc.

“BELFOR made a great first impression. Representatives were on location quicker than anyone else, and were both professional and customer-oriented. From lighting to armed security, BELFOR anticipated our needs and tried to ease our stress. What also stands out is the consistent follow-up, demonstrating their dedication to partnering with Ferguson.”

**SHARON COOPER**  
Ferguson General Manager  
Raleigh, NC

### 24/7 Emergency Number

**800-856-3333**

Corporate Headquarters:  
185 Oakland Ave., Suite 150  
Birmingham, MI 48009-3433  
Toll Free: 888.421.4111  
Direct : 248.594.1144 Fax : 248.594.1133  
www.belfor.com

#### Commercial Services ▶

Total Reconstruction Services / Structural Dehumidification / Magnetic Media Recovery  
Mold Remediation / Contents Restoration / Structural Cleaning & Decontamination  
Electronic & Machinery Restoration / Fire Restoration / Construction Defect Repair  
Book & Document Reclamation

#### Residential Services ▶

Smoke & Water Removal / Structural Dehumidification / Building Decontamination  
Electronics Restoration / Document Reclamation / Magnetic Media Recovery  
Reconstruction Services / Mold Remediation