

# Client Profile

Confidential Financial Institution • National

## Client Overview



**Client:** Confidential financial institution

**End market(s):** Financial services

**Practice area(s):** Health and Safety

**Services provided:**

- Industrial hygiene/building sciences
- Emergency response

**Service area(s):** National

**Engagement Date:** 2010 to Present

## Challenge

Serving over 65 million consumers (about twice the population of California) and four million small businesses with a broad range of financial services, the client maintains thousands of retail banking branches, ATMs, and corporate office locations across the US. The client relies on Apex to help manage its environmental, health, and safety (EHS) challenges and ensure that its employees and customers have safe facilities to work and conduct business.

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## Solution

The client relationship began in 2010 with a master services agreement (MSA) to perform indoor air quality (IAQ) assessments and asbestos inspections. Apex was involved with disaster response activities related to Hurricane Sandy in 2012 that further extended our partnership.

Since 2014 Apex has provided both routine health and safety and compliance services in support of new and existing assets, including bank branches, corporate office locations, data centers and ATMs. Apex has an MSA with the client and with its outsourced property management partners which allows Apex to extend a wide variety of services to multiple business lines including:

- Due diligence (Phases I and II)
- Tank removal oversight and soil excavation
- IAQ assessments
- Mold inspection and remediation
- Asbestos inspection and abatement
- Development of site specific spill prevention control and countermeasures (SPCC) plans for existing and newly constructed data centers
- Development of stormwater management plans for newly constructed data centers
- Environmental Planning Community Right to know Act (EPCRA) Tier II Inventory and submittal for data centers and all applicable facilities
- Air permitting review, preparation and submittal for existing and newly constructed data centers
- Monthly air emissions calculations associated with emergency generators
- Aboveground storage tank (AST)/underground storage tank (UST) compliance evaluation associated with emergency generators



- AST/UST compliance upgrades and inspection services
- Facility inspection for universal waste management procedures and practices
- Emergency response services for petroleum spills (Coppell, TX and Carlstadt, NJ)
- Job hazard assessment evaluations
- Waste removal (petroleum, cooling tower chemicals, etc.)
- Opacity testing

Recently (August 2021), Apex provided emergency response services for over 200 bank locations in the aftermath of Hurricane Ida, which had affected properties across the Atlantic coast. Upon arrival at various project sites, Apex performed an exterior building assessment to identify damage and immediate safety concerns prior to entry. Apex then performed interior moisture surveys utilizing moisture meters and infrared thermal imaging to identify areas impacted by water intrusion.

Asbestos material sampling was conducted on materials that would be impacted during remediation, samples were delivered to laboratories, and asbestos results were conveyed to the client within three hours of the site assessments. Site drawings were created onsite via tablets and communicated to the client in real-time, allowing the client to immediately convey that information to their remediation subcontractors. Within six hours of site assessments, the client received PDF reports with our findings, including asbestos analytical results, and recommendations which allowed remediation contractors to promptly commence the necessary remediation and restoration activities.

Apex's services included certification/clearance sampling, abatement oversight and related environmental and health and safety support activities.

## Results

As the client expands its footprint and encounters complex EHS challenges across multiple jurisdictions, it looks to Apex as its trusted partner. Apex is among the client's first calls when an emergency occurs, and our staff continues to serve as our client's go-to consultant for all asbestos, IAQ, mold, and other facilities-related support work as well as all disaster response deployments.



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