

Your Restoration Company

Emergency Services Department
Standard Operating Procedures

The objective of the Emergency Services Department (ESRV) Standard Operating Procedures (SOP) is to standardize the workflow for Emergency Services projects, eliminating unnecessary confusion and stress. The protocol of the ESRV SOP will be enforced by the ESRV department manager in combination with the General Manager.

Roles needed to satisfy the SOP:

Call Taker (anyone in company)

Dispatcher (Administrative Department)

Emergency Services Project Manager

Emergency Services Crew Chief

Emergency Services Technician

Accounts Receivable Specialist

Office Admin (Administrative Department)

Facility Manager

Lead Qualification

Call taker intakes and qualifies lead. Qualification must include all of the following:

- 1) The customer is in need of an emergency service provided by the company (**YOUR SERVICES**) Can include repairs when appropriate.
- 2) The customer is within a **X** mile radius of **Your Address**
- 3) The customer identifies themselves as the homeowner, or authorized by homeowner
- 4) The customer is willing to allow **YOUR COMPANY** to perform a property inspection of the damages prior to giving price.

Call taker promises the customer that a project manager will arrive on scene within the “lead time” on the dispatch board. This “lead time” is set by the dispatcher and that the project manager will assist from there.

Call taker inputs information into the dispatch board (First Name, Last Name, Phone Number, Email Address, Property Address, street, city, state, zip code, Call taker initials & Time, call description, appointment window, referral source).

Call taker notifies Dispatch immediately of call coming in.

Call taker creates a project in Albi and inputs all of the correlating information including a call description note and notification of dispatch.

Note: If a call comes in after business hours and is a mold loss or a non active leak that has been sitting known for 72 hours or more, the client is promised a 2 hour appointment window during the next business day.

Business days are considered ***YOUR BUSINESS DAYS***

Dispatch

Dispatcher copies information from Dispatch board to ESRV board under assigned project manager and dispatches project manager within 10 minutes of receiving notification of lead.

Project manager confirms receipt of dispatch and is on the road within 20 minutes of dispatch. Project manager informs dispatch of arrival on site. (Dispatchers should be aware of this without them informing) GPS or dash cams.

Sale

Project manager performs full inspection of property. Project manager determines if insurance coverage exists and executes the sale. If insurance coverage exists and no limits are present the ESRV Work Authorization is executed without price. If limits are present, an estimate is written and presented to the customer. If no insurance coverage exists, a price is given for work to be performed and written on work auth. PM collects ½ or full amount up front deposit and sends email to billing with work authorization and agreed amount.

Project Manager performs Matterport scan of property, including non affected continuous areas. Project manager uploads loss description into Albi and notifies dispatch of sale, obtains ETA for crew, confirms time with client, and sends loss description over to dispatch as well as necessary resources. (This is in Albi and should be pulled from Albi to put on the job board.)

Project Manager Updates notes in Albi as well as dates and estimated revenue. (By end of day)

If possible, Project Manager waits on site for crews to arrive and walks crews through the scope of work.

If an estimate is given and the project does not sell, it is the Project Manager's responsibility to follow up with the client every 24-72 hours as seen fit until sale is generated. If sale is not generated, the project is marked as a no sale and ESRV manager closes the project. Project is closed after 2 weeks and at least 3 follow ups that are cold.

If no sale PM to make scope with NEEDS PRE MIT SCAN.

PM to send paperwork to the customer before scheduling unless the customer does not have email.

If there is no work to be performed at the project by **YOUR COMPANY**, the project is marked as "no estimate". If a project only needs an outside source

(i.e. plumber) and cannot be handled in house, PM calls dispatch to refer to the job and marks “no estimate”.

If a project requires immediate need of another department, dispatch is notified to call in another department.

If a project contains any environmental hazards, crew is instructed to stabilize and not touch potential suspicious material until dispatch can get environmental testing/abatement done. (Pre 1984).

Minimum companywide trip charge is **YOUR COMPANYWIDE CHARGE**

Production

CATEGORY 1

1. Crew Chief performs initial inspection of property with the Homeowner or (Agent in care). Crew chief signs work authorization and performs Matterport scan if PM has not done so already. The Crew Chief takes a full photo report.
2. Crew chief informs technicians of findings from initial inspection as well as any PPE necessities or hazards in the area.
3. Damage containment barriers are set up (if necessary). Floor protection is installed to cover and protect the floor leading to the affected area. Note: if carpet is to be taken out, a roll of carpet is placed on the driveway leading to the truck to prevent dust from tracking outside. If not, then rosin paper is run out to the truck.
4. If a homeowner has any allergies or sensitivities to dust, AFD is placed and runs on job and during the drying process and noted in Albi.
5. If surface water is greater than ½”, submersible pumps are installed. If not, skip this step.
6. Dehumidifiers are placed on the job and begin running.
7. Water is extracted from the affected areas. Hard surface wand is used for hard surfaces, carpet wand is used for carpet. Extractor is hooked up

to a garden hose and pumped into a toilet, or outside. Only Cat 1 and Cat 2 water may be pumped outside.

8. Content is manipulated out of affected areas and covered and protected.
9. Carpet is lifted up using a carpet awl. It is tested for delamination. If carpet is delaminated, it will be documented and removed. Otherwise it will be lifted and pad removed.
10. Tiles (vinyl or ceramic) are covered and protected and saved if wood subfloor can be dried from underneath. If not, tiles are removed. In order to dry the subfloor. If tiles are on concrete subfloor, they are dried with added heat. If tiles are not popping or showing distress in grout lines, an attempt to dry must be made.
11. Hardwood Flooring- water is extracted, flooring is protected and saved. Inject dry is installed. Water extractor is hooked up to injector dry mats prior to the running system. LGR must be present. Hardwood floor preferably tented with poly.
12. Laminate/ Engineered wood flooring is removed and underlayment is also removed.
13. Interior walls: Baseboards are removed, wall holes are drilled, air movers are pointed into the wall.
14. Exterior walls: If insulation is wet, walls are flood cutted and insulation is removed. If dry, same as interior walls.
15. Cabinetry/Vanities: If on interior walls, holes are drilled in the toe kick as well as interior of cabinet. Wall cavity drying systems are installed. If exterior walls with insulation, cabinets are detached to remove wet drywall.
16. Ceilings: Wet ceilings are cut out due to hazard of ceiling potentially falling unless less than 10 sf of mild saturation in the ceiling. Best judgement to be used.
17. Plaster: Plaster follows the same protocol, however heat is needed to be inserted to dry it, and dry chambers need to be implemented.
18. Once affected materials are removed, thorough cleaning and removal of unnecessary floor protection takes place. HEPA Vacuuming will occur on every job.
19. Antimicrobial is applied to affected areas.
20. Drying equipment is placed per IICRC regulations. (1 air mover per every room, 1 AM per every 50-75 sf of floor space and up to 2' high on walls, 1 air mover for every 150 sf of ceiling and wall space above 2' high, 1

air mover per each offset greater than 18". CF of air is divided by 50 to achieve the AHAM pints needed for dehu. Large DHM 135 AHAM regular size Dehu 70 AHAM).

21. Crew chief conducts a final walk-through with the client thoroughly explaining , unnecessary protection is removed. Post mitigation matterport scan is completed.
22. Crew chief sets up a date for equipment to be picked up with the client and calls dispatch to notify the date set. Crew Chief notifies dispatch if there is trash to be picked up that didn't fit in the truck and notates the file.

CATEGORY 2

23. Crew Chief performs initial inspection of property with the Homeowner. Crew chief signs work authorization and performs matterport scan if PM has not done so already. The Crew Chief takes a full photo report.
24. Crew chief informs technicians of findings from initial inspection as well as any PPE necessities or hazards in the area.
25. Damage containment barriers are set up (if necessary). Floor protection is installed to cover and protect the floor leading to the affected area. Note: if carpet is to be taken out, a roll of carpet is placed on the driveway leading to the truck to prevent dust from tracking outside. If not, then rosin paper is run out to the truck.
26. If a homeowner has any allergies or sensitivities to dust, AFD is placed and runs on job and during the drying process.
27. If surface water is greater than ½", submersible pumps are installed. If not, skip this step.
28. Dehumidifiers are placed on the job and begin running.
29. Water is extracted from the affected areas. Hard surface wand is used for hard surfaces, carpet wand is used for carpet. Extractor is hooked up to a garden hose and pumped into a toilet, or outside. Only Cat 1 and Cat 2 water may be pumped outside.
30. Content is manipulated out of affected areas and covered and protected.
31. Carpet is lifted up using a carpet awl. It is tested for delamination. If carpet is delaminated, it will be removed. Otherwise it will be lifted and pad removed.

32. Tiles (vinyl or ceramic) are covered and protected and saved if wood subfloor can be dried from underneath. If not, tiles are removed. In order to dry the subfloor.
33. Hardwood Flooring- flooring is removed.
34. Laminate/ Engineered wood flooring is removed and underlayment is also removed.
35. Interior walls: Baseboards are removed, wall holes are drilled, air is injected into the wall.
36. Exterior walls: If insulation is wet, walls are flood cutted and insulation is removed. If dry, same as interior walls.
37. Cabinetry/Vanities: If on interior walls, holes are drilled in toe kick as well as interior of cabinet. If exterior walls, cabinets are detached to remove wet drywall.
38. Ceilings: Wet ceilings are cut out due to hazard of ceiling potentially falling
39. Plaster: Plaster follows the same protocol, however heat is needed to be inserted to dry it, and dry chambers need to be implemented.
40. Once affected materials are removed, thorough cleaning and removal of unnecessary floor protection takes place.
41. Antimicrobial is applied to affected areas.
42. Drying equipment is placed per IICRC regulations. (1 air mover per every room, 1 AM per every 50-75 sf of floor space and up to 2' high on walls, 1 air mover for every 150 sf of ceiling and wall space above 2' high, 1 air mover per each offset greater than 18". CF of air is divided by 50 to achieve the AHAM pints needed for dehu. Large DHM 135 AHAM regular size Dehu 70 AHAM).
43. Crew chief conducts a final walk-through with the client thoroughly explaining , unnecessary protection is removed. Post mitigation matterport scan is completed.
44. Crew chief sets up a date for equipment to be picked up with the client and calls dispatch to notify the date set.

CATEGORY 3

45. Crew Chief performs initial inspection of property with the Homeowner. Crew chief signs work authorization and performs matterport scan if PM has not done so already. The Crew Chief takes a full photo report.
46. Crew chief informs technicians of findings from initial inspection as well as any PPE necessities or hazards in the area.

47. Damage containment barriers are set up. Floor protection is installed to cover and protect the floor leading to affected area **self adhesive plastic is laid over paper**. Note: if carpet is to be taken out, a roll of carpet is placed on the driveway leading to the truck to prevent dust from tracking outside. If not, then rosin paper is run out to the truck.
48. AFD is placed and runs on job and during the mitigation and drying process.
49. PRS is poured in surface water greater than ½". If surface water is greater than ½", submersible **trash** pumps are installed. If not, skip this step.
50. Dehumidifiers are placed on the job and begin running.
51. Water is extracted from the affected areas. Hard surface wand is used for hard surfaces, carpet wand is used for carpet. Extractor is hooked up to a garden hose and pumped into a toilet, or outside. Only Cat 1 and Cat 2 water may be pumped outside.
52. Content is manipulated out of affected areas and covered and protected and **CLEANED**.
53. Carpet is removed. Pad is removed.
54. Tiles (vinyl or ceramic) are removed unless on concrete substrate.
55. Hardwood Flooring- is removed
56. Laminate/ Engineered wood flooring is removed and underlayment is also removed.
57. Interior walls: Baseboards are removed, flood cuts are performed.
58. Exterior walls: flood cuts are performed.
59. Cabinetry/Vanities: removed.
60. Ceilings: removed
61. Plaster: Removed
62. Once affected materials are removed, thorough cleaning and removal of unnecessary floor protection takes place. Low pressure flush underneath sill plates. Structure is power washed if able.
63. Antimicrobial is applied heavily to affected areas as well as deep cleaning with general cleaner. Hepa vacuuming takes place.
64. Drying equipment is placed per IICRC regulations. (1 air mover per every room, 1 AM per every 50-75 sf of floor space and up to 2' high on walls, 1 air mover for every 150 sf of ceiling and wall space above 2' high, 1 air mover per each offset greater than 18". CF of air is divided by 50 to achieve the AHAM pints needed for dehu. Large DHM 135 AHAM regular size Dehu 70 AHAM).

65. Crew chief conducts a final walk-through with the client thoroughly explaining , unnecessary protection is removed. Post mitigation matterport scan is completed.

66. Crew chief sets up a date for equipment to be picked up with the client and calls dispatch to notify the date set. Crew Chief notifies dispatch if there is trash to be picked up that didn't fit in the truck and notates the file.

If the crew chief runs into any issues with the project, they must notify their PM.

If Crew Chief runs into any suspects for lead or asbestos they must isolate the area and notify the PM. The project will continue to stabilize/mitigate without disturbing said material.

Job board and Albi is updated accordingly.

Equipment Pick Up

Office admin follows up with the client within 24 hours of the drying start. Purpose of the follow up call is to confirm pick up time, see if any other services are needed (i.e. reconstruction) and refer the project to that department, See if client is satisfied with services thus far, and answer any other questions that client may have. Any issues are referred back to the PM.

Dispatcher dispatches crew chief for equipment pickup at scheduled pickup time.

Crew verifies that the project has achieved dry standards, documents via photos, performs final cleaning, removes equipment, and does a final walkthrough with the client. If the project is not dry yet, equipment necessary to dry is left on site, another pickup date is scheduled with client and dispatch, and PM is notified. Any issues or concerns clients may have are resolved.

Certificate of completion is signed and notes are inputted into Albi.. If the client is satisfied, the client is asked to leave a review mentioning the crew's

name and is left a review rebate card. If self pay, the crew chief collects the remaining balance.

Job board and Albi is updated accordingly.

Invoicing

If insurance - Within 3-5 business days of equipment pick up ESRV Estimator reviews project file and compiles Xactimate estimate. Estimator submits email to insurance carrier and billing with Signed work authorization, photo report, Xactimate Estimate, and Certificate of Completion.

Accounts receivable specialist creates invoice and replies to that email.

Job board, AR Board, and Albi is updated accordingly.

Accounts Receivable

AR specialists follow up with insurance companies to ensure payment is made. If a dispute is made less than 10%, an AR specialist is allowed to waive it within reason. If a dispute is larger than 10% it is referred back to the Estimator &/or the ESRV Department Manager. Estimator is to coordinate with PMs if discrepancies exist.

AR specialist is to follow up on account until it is paid in full.

AR specialist is to coordinate with dispatchers on collecting payment if a check needs to be picked up from the client.

Intent to place lien is tendered to the client within 60 days by the Administrative Manager.

Lien is placed for non payment within 90 days by the Administrative Manager and General Manager is notified.

Job board and Albi is updated accordingly.

File Close

Administrative Department manager to review the file prior to final completion and closure. |File Closing Process|

Job board and Albi is updated accordingly.