



Commercial Clients  
10 Steps for Emergency Water  
Damage Response

1. Prepare to respond to a water intrusion.
2. Preparation starts with having a plan in place prior to the incident occurring.
3. Identify water shut offs and sprinkler shut offs throughout the facility.
4. Plan for who to contact and have an emergency contact list for internal communication and outside vendors that would potentially be needed for emergencies.
5. Company Training
  - a. Complete comprehensive training on the company's water intrusion process.
6. Shut down the source of the loss.
  - a. Identify the cause of loss.
  - b. Stop the cause of loss from continuing.
  - c. Contact Facilities support immediately if you cannot identify how to stop the issue.
7. Documentation
  - a. Completely photo or video all affected areas including the source of loss.
  - b. If the issue potentially was caused by an outside vendor make sure to keep the part that was the cause of loss.
  - c. Document next steps you took in the process regarding what needs done, what you and your team completed, how you completed tasks, why you did these items and when the tasks and steps were completed.
  - d. If working the project internally confirm what materials were affected using moisture meters and document these areas in order to return them to a dry standard.
8. Outside Vendors
  - a. Contact necessary emergency outside vendors ASAP to minimize business interruption and control cost through urgently mitigating the project.
  - b. Document who you contacted and when they plan to arrive.
9. Communication
  - a. Communicate will all necessary materially interested parties internally at your

company and outside vendors to establish a scope of work and goal time frame for the project.

- b. Daily communication with outside vendors and internal parties will streamline the process and effectively make the project go easier without as many hurdles.

#### 10.Extraction

- a. Start extraction of all affected areas either by outside vendor or internally through the maintenance/facilities team.
- b. Be sure to check 360 degrees around the source of the loss up/down etc. to confirm and identify the extent of the damage.

#### 11.Category of loss

- a. Identify the category of loss and if there are any concerns regarding identifying the loss contact an outside Industrial Hygienist to assist in this process.

#### 12.Clean and Disinfect

- a. Prior to setting up of equipment make sure all affected areas have been cleaned and a disinfectant applied.

#### 13. Setup Equipment

- a. Setup necessary LGR Dehumidifiers, air movers and air filtration devices.
- b. Building a drying chamber or closing doors to areas not affected in key to providing project efficiencies.