Standard Operating Procedure
Water Damage Insurance Claim

1. Incident Occurs
   - Discover and report incident to ERC or Fixit
   - Contact PPS / exterior trades to respond
   - Address issue & initial cleanup

2. Address issue & initial cleanup
   - Respond to scene to inspect
   - Inspect scene to provide dry-out recommendations

3. Inspect scene to provide dry-out recommendations
   - Is TPR required?
     - No
     - Yes
       - Oversee Remediation with TPR
         - If claim involves construction project, work with IRM to develop remediation plan
           - If claim surpass deductible, contacted by IRM to assign Adjuster
             - If assigned by insurer, attend site with IRM
               - Attend site and develop remediation plan

4. Attend site and develop remediation plan
   - If involved, complete remediation and obtain signoff from all parties

5. Provide details of items to be repaired or replaced to IRM
   - Oversee Remediation with TPR
     - Approve process for remediation of damaged items

6. First Onsite (Third party Remediator)
   - Attend site and develop remediation plan

7. If involved, complete remediation and obtain signoff from all parties

8. After Hours
   - Monday to Friday 8am to 4pm

9. Insurer

10. Adjuster

11. Design and Construction

12. ERC

13. FIXIT/Area Manager

14. Insurance & Risk Manager (IRM)

15. EH&S - Hazardous Waste / Industrial Hygiene Tech

Final close-out with all stakeholders