



of Weymouth-Hingham,
Quincy & Brockton



The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF WEYMOUTH, HINGHAM, QUINCY AND BROCKTON.

Add a Business Continuity Plan in 2010

As you list your resolutions for 2010, you owe it to your employees, vendors, and customers to review your business continuity plan. How quickly your company can get back to business after a disaster depends on emergency planning done today.

SERVPRO of Weymouth recommends that you develop a continuity plan now to improve the likelihood that your company will survive and recover from any disaster.

- **Plan what you will do if your building, plant or store is not accessible.**
- **Plan for payroll continuity.**
- **Define crisis management procedures and individual responsibilities in advance.** Make sure those involved know what they are supposed to do and train others in case you need backup help.
- **Review your emergency plans annually.**

Just as your business changes over time, so do your preparedness needs. When you hire new employees or when there are changes in how your company functions, you should update your plans and inform your people.

If you need assistance to develop a business continuity plan, contact your Team Mattos SERVPRO professional at 781-337-0344. ■

- **Carefully assess how your company functions,** both internally and externally, to determine which staff, materials, procedures and equipment are absolutely necessary to keep the business operating.
- **Identify your suppliers, shippers, resources and other businesses you interact with on a daily basis.**
- **Decide who should participate in putting together your emergency plan.** Include co-workers from all levels in planning as active members of the emergency management team.



SOURCE: www.ready.gov.

CASE STUDY

When: 12/29/09
Where: Quincy, MA

When a pipe burst late in the afternoon two days before New Year's on the top floor of a three-family house in Quincy, SERVPRO of Weymouth pulled out all the stops to save as much of the structure and its contents as possible. Every unit in the tenement was soaked, and the basement was flooded with seven inches of water.

The Fire Department kicked in the front door and shut off the water and all of the utilities. Thanks to SERVPRO of Weymouth's extensive bank of professionals, the electricity and heat were restored by 10 p.m. General Manager George Bailey and Project Manager John Pennellatore, who are both licensed contractors, supervised the restoration.



"We provided all the necessary services," George Bailey said. "If we didn't get the heat back on, the whole house would have frozen up. We were able to start the mitigation process that night." He pointed out the disaster occurred during this winter's cold snap, when temperatures were dipping below 10 degrees.

In addition to helping the second-floor tenant move many valuable belongings to a safer place, the SERVPRO team's remedial action saved the structure and many of its features, including the hardwood floors and antique woodwork in the apartments. ■

Don't Throw It Away When So Many Go Without

SERVPRO of Weymouth helped Ruth's House, a non-profit in Lafayette Square in Haverhill, live up to its motto: "Don't Throw It Away When So Many Go Without." Ruth's House operates a store to benefit the low-income community and accepts used clothing, linens, small household appliances, dishes, and other gently used items.

For more information or to donate to Ruth's house, visit www.ruthshouse.org.



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Some Good News about the Cold



SERVPRO of Weymouth is utilizing dry ice blasting to minimize waste, save time and save money. Compressed air is used to accelerate solid carbon dioxide (CO₂) dry ice pellets, which literally strips industrial equipment surfaces of residues, including ink, glue, paint, rubber, and numerous other contaminants.

It is a similar process to sand blasting, but it is non-abrasive. When dry ice pellets hit a surface, they immediately sublime, changing in form from solid to gas. The extremely cold temperature (-109° F) of the dry ice loosens the contaminant, freezes it in the process, and causes it to release from the metal part.

Dry ice blast cleaning leaves no residue like sand blasting, and it leaves no toxic waste as solvents can. This innovative process prevents more costly clean-up problems associated with other cleaning methods. ■



Preparing Your Property for the Cold

Cold weather has a huge impact on businesses and homes that aren't prepared. Heavy precipitation, freezing temperatures and damaging winds can all have a negative impact on your property.

To help avoid costly and time-consuming damages due to the weather, consider the following tips while winterizing your property this year:

- 1 Add insulation to any exposed ductwork.** According to the U.S. Department of Energy, a home or business with central heating can lose up to 60 percent of its heated air before that air reaches the vents if ductwork is not well-connected and insulated, or if it travels through unheated spaces
- 2 Clean your gutters.** Gutters should be cleaned to prevent any clogs that would cause rainwater to back up and freeze, making the gutters expand and crack.
- 3 Test Smoke alarm and carbon monoxide detectors.** Make sure to test smoke alarms and carbon monoxide detectors and install fresh batteries. You should replace smoke alarms older than 10 years.
- 4 Create an emergency kit.** When a winter storm strikes, you should have all essential materials in one handy place, including flashlights, candles and matches, a first aid kit, bottled water, non-perishable food and a battery-powered radio. You also should have an emergency kit with several blankets in your car.
- 5 Consider shutting off outdoor faucets.** Find the shut-off valve in the basement or crawl space and turn it to "off." You should open the outdoor faucet to help ensure it drains completely and make sure that the inner valve is shut off.