

Pre-Loss Contractor Selection

Presented by

Rob Robbins

BELFOR USA



Selection

- Why go to the effort of selecting a contractor before you have a loss ??

Selection Cont'd

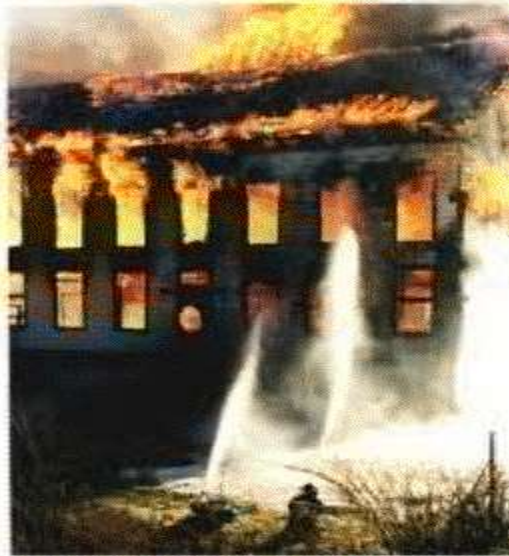
- The selected contractor will be a known quantity
- The selected contractor should know all key aspects of your facility
- The selected contractor should have a proven track record of performance
- The selected contractor should be able to provide all the services necessary for the complete restoration / renovation of your facility

How to Reduce The Impact of A Disaster

PREPARATION!!!



What is a Disaster?



- Fire
- Water Damage / Freezing
- Environmental
- Flood



WHAT IS A DISASTER?



WHO WILL REPAIR YOUR FACILITY?

- Most Contractors Doing Work At Your Facility
 - Do Not Have Major Disaster Experience
 - Are Not Large Enough
 - Are Not Financially Strong Enough
 - Work For 60-90 Days Without Funds
 - Do Not have ability to interface loss estimates with FEMA and Insurance carrier

How To Choose The Outside Technical Experts



- Do They Know the Building
- Do They Have Disaster Experience
 - Not “Want-a-be’s”
- Can They Work For 2 Months Without Pay
- Are They Big Enough
- Attitude
 - Availability - At Any Hour

COMMITMENT & ABILITY

- Response providers must be *committed* and *able* to respond
 - Reconstruction
 - Restoration
- Geographic distribution of offices

GEOGRAPHIC DISTRIBUTION OF OFFICES

- Survivability Factor
 - Can The Response Provider Survive The Same Event That Impacts Your Facilities?
 - Can The Provider Respond From Another Location?
- If The Response Provider Is Closed By The Same Event - *What Good Are They?*

WHAT HAPPENS WHEN THE DISASTER IS REGIONAL

- Local Service Providers Are Impacted Too
- All Support Services Are Used Up In First Day
- Access to Locations Is Limited
- Your Needs Don't Change, But You Are Now One of Many



Start Planning Now

- Now You Have Time To Interview Team Members
- Now You Have Time To Consider Alternatives
- Now You Have Time

MEET AT LEAST ANNUALLY WITH THE TEAM MEMBERS

There is nothing more ineffective than a “stranger” showing up at a disaster site, saying I’m here to help.

TIME - THE FICKLED PARTNER

Before a Disaster

Ally

Flexible

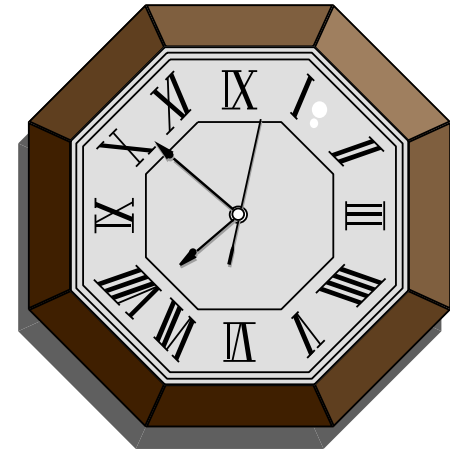
Unlimited

After a Disaster

Adversary

Limit Alternatives

In Short Supply



Reconstruction/Restoration Phase

Phase II Analysis (Single Source Solution)

- - Structural Evaluation
- - Mechanical Evaluation
- - Damage Isolation
- - Search for hidden damage
- - Hand demolition
- - Content and merchandise relocation, manipulation, and inventory assistance
- - Detailed structure cleaning
- - Odor eradication
- - Mold remediation



YOUR SINGLE SOURCE SOLUTION