

## **EMERGENCY PLANNING**

### ***SAFETY PLAN IN CASE OF FLOODING OR WATER DAMAGE***

Floods can occur in any season, ie anytime. Their causes are multiple and disadvantages generated are generally high.

Here's how you might help to limit the damage and to facilitate our intervention.

#### **IN CASE OF A FLOODING ALERT**

Elevate or, if possible, bring to a higher floor objects that are in a basement or ground floor.

Block the sewer pipes. If you do not know the procedure, call us, we will be pleased to advise you.

Close electricity and gas supply, if necessary.

If the water started to rise, make sure you have your feet on a dry surface before proceeding.

#### **DURING THE FLOODING**

Leave your building if the water level requires you or if the authorities so request.

Notify the municipal authorities of where to reach you or leave a message clearly visible on the main door.

#### **AFTER...**

Contact your insurer and contact us.

Consult us or contact an electrician before reconnecting the power.

Consult us or contact a specialist before restarting heating devices.

Communicate with the municipality to make sure that water is drinkable. In case of doubt, do not consume tap water.

Take all your documents and electronic devices out of the water as soon as possible, because there is a strong likelihood that we can restore them in good condition.

Discard all food and medication which have been in contact with water.

Do not use potentially contaminated kitchen equipment before we have sterilized them.

Pay attention to the appearance of molds (smell of moldy, earth or alcohol, green or black spots on the ground or on walls), which can cause health problems and damage to building structures.

If you or your employees are experiencing health problems, consult a doctor without delay.

With our help, make an inventory of damage caused by water with photos or videotapes. Inform your municipality and your insurer.

Keep all receipts and proof of purchases of damaged property for your claims.

### ***OUR INTERVENTIONS***

With your insurer's agreement, a company like ours comes into action quickly to minimize the time required for a return to normal business.

First, we start with water pumping.

We put away all your possessions.

We can proceed on the spot to the general household cleaning including floors, walls and, of course, ceilings.

We use special products specifically designed to eliminate all risks of an outbreak of mold or bacteria.

The installation of a high performance air dehumidifier with filtration using HEPA filters used to remove moisture and dissolved solids in the air.

We are also specialists in drying structures. In many cases, we can proceed avoiding or minimizing the demolition of areas affected by water or excessive moisture.

Our specialists can also bring furniture, equipment and possessions to our workshop that require cleaning. In this chapter, our ozonation room may be used. With the latter, even sophisticated electronic equipment from which bad smells emerge can be handled without risk to their integrity.

### ***THE RESTORATION OF YOUR DOCUMENTS***

Many people believe that documents and electronic devices affected by water, humidity or smoke are beyond repair. Huge mistake! We can save your belongings, especially if you let us know as soon as possible.

Indeed, we have the know-how and equipment to put most of your equipment back good condition. We do restoration of documents damaged by liquid, smoke, gas or mold with our cryogenic process, our ozonation room and our highly secure ULC approved laborator. But for the best results, it is important that you take your belongings out of the water and that you contact us as soon as possible.

Only skilled hands handle your most valuable documents. By the way, our personnel hold an official safety certificate. It is therefore with confidence that you can entrust your documents and computer disks (CDs, DVDs, etc.).

In short, our service is quick, confidential and effective. So call us soon!