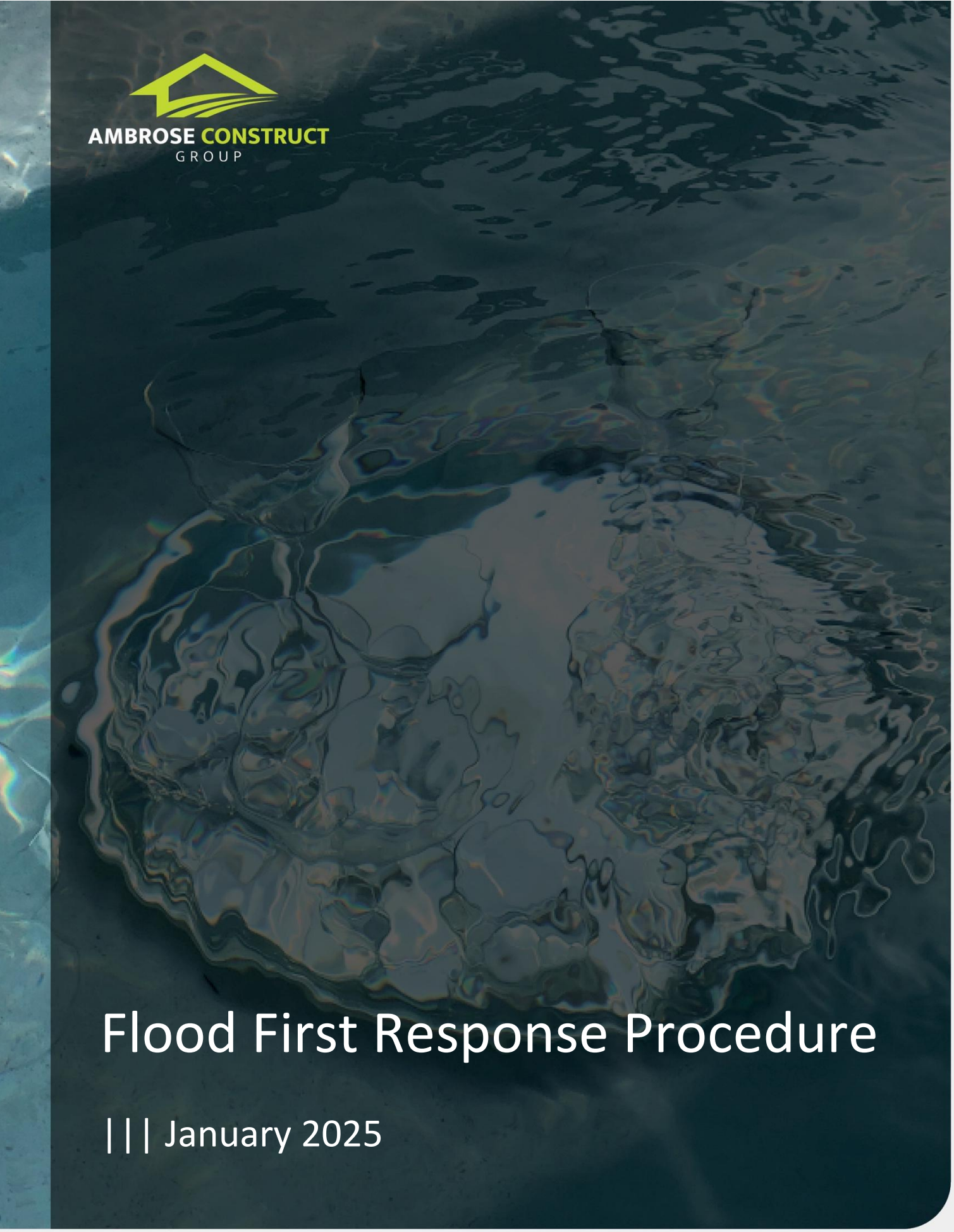

AMBROSE CONSTRUCT GROUP

Flood First Response Procedure

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Document Change Control

Date	Version	Requester	Tech. Writer	Change/Review
15/05/2023	1.1	Brett Ambrose	Mick Lawrance	ACG Re-branding
24/01/2024	1.2	Mick Lawrance	Mick Lawrance	Minor wording amendments
30/01/25	1.3	Mick Lawrance	Mick Lawrance	Annual update

The National Events Manager is the owner of this document. Please contact Mick Lawrance for any changes or feedback. Mick.Lawrance@ambroseconstruct.com.au

Contents

Flood First Response Procedure

ASBESTOS WARNING:

No Fibre Cement sheeting walls are to be drilled.

ANY TRADE WHO DRILLS F/C SHEET PRIOR TO CLEARANCE WILL BE HELD LIABLE FOR ANY COSTS FOR DECONTAMINATION.

NOTE: Material suspected of containing asbestos cannot be cleared by a visual inspection. Only scientific testing of a sample can confirm this. All properties pre-1990 with F/C sheeting must have an asbestos test done on the property prior to drilling holes.

Purpose: Following the below procedure will achieve mould mitigation, an initial sanitisation to treat sewage and general flood water contaminates, it will allow workers including Assessors and trades to safely access site to begin assessments and strip out works, it will aid in natural drying of wall frames, and it will provide a level of customer satisfaction in first response and not shock the customer by going straight to strip out.

***NOTE:* The below is a general guide for the initial works required to be undertaken following a CAT Flood Event. Please ensure you are referring to the specific insurers Assessing Guidelines, Ambrose Construct BAU/ FLOOD Matrix, and Daily Digest updates for specific insurer instructions including delegated authority limits.**

If you are unsure, please reach out to your managers for guidance or contact the insurer directly for clarification. Please ensure all correspondence with insurers is clearly documented in the job notes and uploaded to the insurer's online portal.

Step 1 – Storage of undamaged contents and building items

CONTENTS ITEMS:

Confirm if the customer has contents insurance and the insurer has assigned the contents policy to ACG. If the customer has been able to save contents arrange a shipping container to be delivered to site where possible. Customer to pack/ move contents into container and remove unrestorable contents to the footpath. Insurer may request ACG/ appointed restorer assist if the customer is elderly or vulnerable.

When putting contents into storage, the area must be sprayed with anti-microbial to prevent microbial growth and must have moisture absorbers installed to limit condensation and microbial growth. Do not store wet contents in container without managing the internal environment of container.

Do not store undamaged contents outside or in any area exposed to the weather.

If placing a container or skip bin onsite, ensure the driveway is protected.

STORAGE OF UNDAMAGED/RE-USABLE BUILDING ITEMS:

If contents items are being handled externally or inadequate room available in the shipping container arrange an 8” mini cube (2.3m x 2.3m) to be delivered to site. All undamaged/re-usable electrical fitting (lights, switches, GPO’s), plumbing fittings (tapware, sinks), appliances, blinds etc are to be wiped down, bubble wrapped, labelled and stored in the container. A separate lock box is to be established for the container.

Step 2 – Electrical Isolation

Electrical isolation to all GPO's and electrical switches below 1350mm high with J-boxes installed. Includes ovens/cooktops/rangehoods and HWS affected. Switches/ fittings backing onto damaged walls to also be isolated.

All salvageable fittings to be wiped, wrapped and labelled and stored in a plastic box to be placed in the mini cube. Non salvageable/ fit for re-use items to be photographed and clearly detailed in report.

Install 4 x GPOs in meter box for temporary power and certificate in meter box for reconnection of power by supplier (if required). Min 3x required for restoration gear. 4th required (possibly 15amp) if customer living onsite in a caravan.

Step 3 – Floor Coverings

Remove/dispose of all affected carpets (including smooth edge) and floating floor materials. Ensure before photos are taken in each room to confirm type of floor covering.

***NOTE:* Asbestos testing will be required on vinyl flooring for buildings constructed prior to 1990.**

Step 4 – Pressure Cleaning

Pressure clean inside of property (UP TO FLOOD LEVEL ONLY; walls, floors, wet areas – extract mud, dirty and contaminated waters)

***NOTE:* Be careful not to get over spray on the ceilings because we will be held accountable for extra damage not caused by the event. Overspray on unaffected wall linings (eg – above 1200mm) will need to be wiped clean.**

Step 5 – Strip Out

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- If height of flood water was below the skirting, then skirting only is to be removed, with plaster left in place. A restorer or IEP will need to be engaged to confirm the extent of strip out required.
- If flood height is above skirting, strip out to be undertaken to all external perimeter internal walls to a height of 300mm above.
- Any wall insulation to be removed and disposed of ensuring photos taken prior to confirm its presence.
- For plasterboard direct stuck to block walls, strip out to be completed to the nearest sheet join and sheet join rebated.

- 100mm holes to be drilled at 600mm centres to in internal walls if no insulation is present.
- Holes drilled in all cabinetry kick boards
- Cabinetry and wet areas to remain in place until a dual assessment undertaken (Suncorp) or approval received to commence Stage 2 – Flood Strip Out from supervisor. **Cabinet maker required to measure all cabinetry prior to removal.**

No strip out to be undertaken where ACM is suspected until tested.

<u>NOTE:</u> For Contents Only claims, it must be discussed with the insurer prior to drilling holes as the building insurance may be with another insurer.

WET AREA WARNING: Only kickboards in wet areas to be drilled.

NOTE: Wet areas are most likely to contain asbestos and do not drill holes in wet area walls




Step 6 – Sanitisation

- Sanitise walls, floors and wall cavities throughout property with an approved anti-microbial spray.
- If safe to do so, leave the windows open to promote airflow and natural drying. Ensure property remains secure at all times.
- Open all blinds and curtains to allow sunlight into rooms.

Step 7 – Site Access Lock Box

1. -Install pin coded lock box in a secure location to the property.
2. -Lockbox code to be initially set as the last three/four digits of the job number.
3. -Secure keys in lock box or request customer/ tenant provide keys.
4. -Supervisor to update lock box code and location on ATMOS/Tradies Web Portal.

Step 8 – Virtual Assessment

On completion of the above works the trade is to confirm with the Make Safe/Rapid Repair Supervisor that all works are completed. ACG supervisor is to complete a virtual assessment with the final attending trade confirming all works have been accurately completed and repairs are ready to proceed to the next stage once approval received.

Dual Assessment/Building Estimate

Purpose: During the dual assessment the Assessor and Building Estimator are to consult to determine a building repair scope of works that meets the PDS, local and national building codes and can be warranted by the builder. After determining this – the Estimator will measure/ quantify the building repair while the Assessor completes the contents manifest and all required reporting.

At the completion of the assessment the Estimator will provide the Assessor an estimated building repair value. If approved to proceed to the next stage, request the assessor provide approval notification via their online portal.

Dual Assessment Procedure

1. Assessor meets/ greets insured and introduces the builder.
2. Assessor and Estimator walk-through property and determine high value and technical assessments e.g. Can the wet areas be saved, are the floor tiles drummy or structurally sound, determine what is in or out of scope?
3. Assessor completes contents assessment while Estimator completes building scope.
4. Estimator to utilise relevant templates and ensure ALL strip out works are marked as “Strip Out” (highlighted orange) or Urgent MS as required. Note some works will be required for both the Strip Out SOW and Rebuild SOW (waste removal/floor protection) so will need to be included twice and marked separately.
5. Estimator to take pictures of every part of the property to clearly identify the location of fittings (walls and ceilings); layout of rooms; cabinetry layout; tiling; custom wall panelling; pre-existing defects in areas being repaired; pre-existing defects in areas not being repaired to provide a dilapidation baseline. Estimator to confirm with Assessor which items/ fittings will not be suitable for re-use and will require replacement (electrical/ plumbing fittings, door furniture etc).
6. At assessment completion Estimator advises Assessor of estimated cost. If approved to proceed to the next stage, request the assessor provide approval notification via their online portal.


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