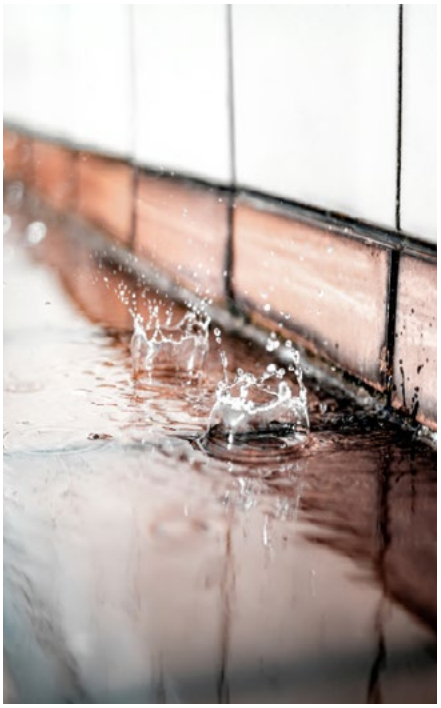
Water Damage Response Plan



This resource should be used as a guideline to develop a water mitigation program. It is step-by-step process to prevent water damage to your facility. If you have any questions please contact your local Nationwide Loss Control Services Associate.

Understanding Water Risk

Water damage is the most common property risk business owners face. The threat of water damage is often overlooked, but it is one of the most frequent and severe causes of property damage.

Executing a properly developed response can quickly control water intrusion or release and minimize business interruption, lost revenue, loss of key equipment and water damage claims.

WHY PLANNING IS IMPORTANT

A broken water pipe 2.5 inches in diameter can release 130 gallons per minute. Every minute saved in response time could mitigate the release of hundreds of gallons of water. A 30-minute delay in response could result in a large area of damage on multiple floors with thousands of gallons of water discharged.

Planning Steps

Planning includes: selecting a response team, assessing risks, developing a response plan, communicating and monitoring results. Use the following framework to build a program for your business.

STEP 1: ORGANIZE YOUR TEAM AND ASSIGN RESPONSIBILITIES

Assign a program coordinator and identify key personnel who will participate in the response plan. This will include choosing a lead who will be in charge. Key factors in choosing a response team include those who:

- Live near the business
- Have expertise in water damage mitigation
- Know the building layout
- Have tools and ability to shut off water and electricity as needed

STEP 2: COMPLETE A SELF-ASSESSMENT

The lead will be responsible for identifying the primary risks that would likely cause water damage, and for implementing the program. Risks could include weather and non-weather related incidents. Common non-weather risks include water distribution components, control rooms, and below-grade areas with high value equipment.

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[1] https://www.cbo.gov/publication/55019

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STEP 3: CREATE A PROGRAM FOR YOUR BUSINESS

After identifying potential water damage events and related risks, you should draft your response plans to these events in the matrix below. Having a plan will ensure your team understands their roles and responsibilities, should an event occur. This should include individuals that have performed installation or repair of water related equipment and water utilities.

- **Stage Equipment:** Retaining key equipment in the building will facilitate a timely response. Equipment could include rolling cart/bin, tarps, wet vac, submergible pump, squeegee, mops, sprinkler head shutoff tool, absorbent material, generators, etc. Portability of equipment can be optimized by storing equipment on carts.
- **Test Your Plan:** Routine testing of your plan can further help identify what challenges and opportunities are involved. For example, electricity may not be available to run equipment during an event, key personnel may no longer be on the job, GFCI outlets may trip when using equipment, etc.

STEP 4: MONITOR THE EFFECTIVENESS OF YOUR PROGRAM

Communicating your plan to stakeholders will keep everyone informed of your planning and response efforts. Monitoring the environment will ensure that you identify emerging risks to your property.

Water Damage Response Planner:

Response Team

Point of Contact	Responsibilities	Contact Info

Mitigation Equipment Available

Equipment	Equipment Location

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Assessment and Planning Matrix

Primary Risks	Areas Exposed	Related Risks	Water Shutoff Location and Type	Mitigation Equipment/ Location	Person(s) Accountable	Plan
Freeze causing pipe burst on 1st floor	1st floor & basement	Power outage, structure flooding, manpower	City supply in NE corner of basement. Wheel with green tag.	Generator, trash pump, squeegee, wet vac, 4-man crew.	Nick, Jesse, Grant & Tony	Jesse to receive notification via water sensor in basement and sends text notification to WDRP team. Jesse will coordinate with FD or Grant to respond and shutoff water. Nick to activate pumps and generator located in control room #2. Tony to mitigate water manually with squeegees and wet vacs. Nick to assist with manual clean up after pumps up and running.