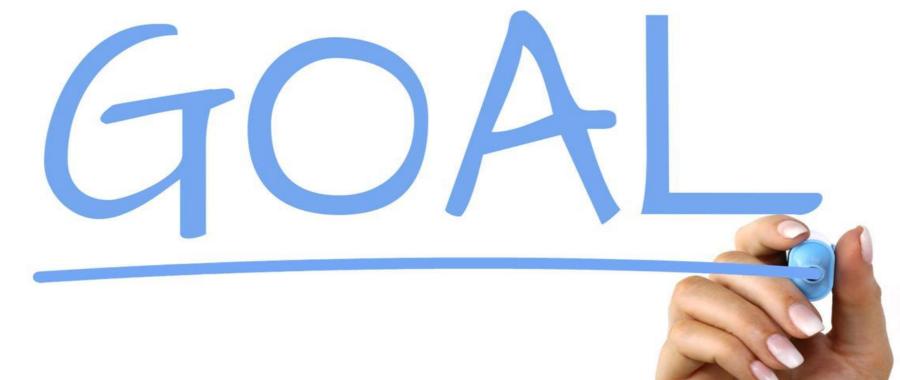


THE WATER MITIGATION PROCESS

EMERGENCY RESPONSE: THE CALL





Earn the job! Get the job!

- Somebody has to take the call From the office From JC Answering Service Metro Call
- Make sure that script is available
 _30 minutes response time
 _Service fee
 _Brief description on what dispatch team will do
- VOLUNTEER TO WORK ON WEEKENDS Buena Park & Philippine Team
- Make sure to have ready printed paperworks
- Jeremy should have his equipment
- AJ needs to have an equipment in his basement
- Make sure everyone is trained on how to use Encircle



Promise 30 minutes response time

"Someone is on the way"

Somebody has to take calls even on weekends!

Assign people who will be in the job-site

Get name, location and nature of the emergency

JC Answering Service MetroCall

They should have the scripts

LA County - AJ
Orange County - Jeremy,
Zamira and Lorena

Encircle Start

F.L.A.M.E.S.

T. E. A. Test Estimate Abatement

F - Fire and toxins from fire damage

L - Lead and toxins in paint and construction

A - Asbestos - tile glue and construction material

M - Mold and biohazard for lung

M - Moisture destroys wood, attracts termites 72 Hrs

E - other environmental and biological agents

S - Smoke is toxic

Encircle Onsite





- Educate the customer about the benefits of a healthy home
- State the California State Law about the biohazard, mold, lead and asbestos
- Explain to the customer the danger of molds, asbestos, lead and biohazard to the health
- Explain that the insurance only covers immediate accidents

DOCUMENTS TO BRING:

- Work Authorization
- Asbestos and Lead Testing
- Quick Summary document
- Permission to put equipment
- Permission to plug

Encircle Drying

Encircle Rebuild