



# The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF BOSTON, DOWNTOWN, BACK BAY AND SOUTH BOSTON.

## Add a Business Continuity Plan in 2010

As you list your resolutions for 2010, you owe it to your employees, vendors, and customers to review your business continuity plan. How quickly your company can get back to business after a disaster depends on emergency planning done today.

SERVPRO of Boston recommends that you develop a continuity plan now to improve the likelihood that your company will survive and recover from any disaster.

- **Carefully assess how your company functions**, both internally and externally, to determine which staff, materials, procedures and equipment are absolutely necessary to keep the business operating.
- **Identify your suppliers, shippers, resources and other businesses you interact with on a daily basis.**
- **Decide who should participate in putting together your emergency plan.** Include co-workers from all levels in planning as active members of the emergency management team.

SOURCE: [www.ready.gov](http://www.ready.gov).



- **Plan what you will do if your building, plant or store is not accessible.**
- **Plan for payroll continuity.**
- **Define crisis management procedures and individual responsibilities in advance.** Make sure those involved know what they are supposed to do and train others in case you need backup help.
- **Review your emergency plans annually.**

Just as your business changes over time, so do your preparedness needs. When you hire new employees or when there are changes in how your company functions, you should update your plans and inform your people.

If you need assistance to develop a business continuity plan, contact your Team Mattos SERVPRO professional at 617-227-2200. ■

## CASE STUDY

**When: 12/31/09, 8 a.m.**  
**Where: Framingham, MA**

Plans of a vacationing Framingham couple to return to the Bay State and spend New Year's Eve in their home almost went up in smoke. A puff back on December 30 from an oil-burning furnace covered everything in their home with soot, making the house uninhabitable. Crews from SERVPRO of Boston started working on the dwelling at 8 a.m. on Dec. 31, and had it in livable condition by the end of that day so Dave and Linda Doran could ring in 2010 in their home.

*"I can see now why SERVPRO is such a successful organization all over the country. There is not one thing that I could complain about. Thanks for sending such a kind, hard working, considerate crew," Linda stated.*



Crew members had to clean every inch of the house, including ceilings, walls, light fixtures, floors, furniture, appliances, dishware, glassware and knickknacks. The general manager was extremely pleased with the timely and successful completion of the job, and Linda stated all of the workers "deserve all the hugs in the world for what they did to make our house a home again." ■

## Don't Throw It Away When So Many Go Without

SERVPRO of Boston helped Ruth's House, a non-profit in Lafayette Square in Haverhill, live up to its motto: "Don't Throw It Away When So Many Go Without." Ruth's House operates a store to benefit the low-income community and accepts used clothing, linens, small household appliances, dishes, and other gently used items.

For more information or to donate to Ruth's house, visit [www.ruthshouse.org](http://www.ruthshouse.org).



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## Some Good News about the Cold



SERVPRO of Boston is utilizing dry ice blasting to minimize waste, save time and save money. Compressed air is used to accelerate solid carbon dioxide (CO<sub>2</sub>) dry ice pellets, which literally strips industrial equipment surfaces of residues, including ink, glue, paint, rubber, and numerous other contaminants.

It is a similar process to sand blasting, but it is non-abrasive. When dry ice pellets hit a surface, they immediately sublime, changing in form from solid to gas. The extremely cold temperature (-109° F) of the dry ice loosens the contaminant, freezes it in the process, and causes it to release from the metal part.

Dry ice blast cleaning leaves no residue like sand blasting, and it leaves no toxic waste as solvents can. This innovative process prevents more costly clean-up problems associated with other cleaning methods. ■



## Preparing Your Property for the Cold

Cold weather has a huge impact on businesses and homes that aren't prepared. Heavy precipitation, freezing temperatures and damaging winds can all have a negative impact on your property.

To help avoid costly and time-consuming damages due to the weather, consider the following tips while winterizing your property this year:

- 1 Add insulation to any exposed ductwork.** According to the U.S. Department of Energy, a home or business with central heating can lose up to 60 percent of its heated air before that air reaches the vents if ductwork is not well-connected and insulated, or if it travels through unheated spaces
- 2 Clean your gutters.** Gutters should be cleaned to prevent any clogs that would cause rainwater to back up and freeze, making the gutters expand and crack.
- 3 Test Smoke alarm and carbon monoxide detectors.** Make sure to test smoke alarms and carbon monoxide detectors and install fresh batteries. You should replace smoke alarms older than 10 years.
- 4 Create an emergency kit.** When a winter storm strikes, you should have all essential materials in one handy place, including flashlights, candles and matches, a first aid kit, bottled water, non-perishable food and a battery-powered radio. You also should have an emergency kit with several blankets in your car.
- 5 Consider shutting off outdoor faucets.** Find the shut-off valve in the basement or crawl space and turn it to "off." You should open the outdoor faucet to help ensure it drains completely and make sure that the inner valve is shut off.