

# NEWSLETTER

## FIRE DAMAGED DOCUMENTS RESTORATION



An intense fire in a school common room generated substantial amounts of soot and smoke which was subsequently deposited through dozens of adjacent rooms in the building. A Major Loss Adjuster was appointed to assess the claim on behalf of the Insurer and immediately engaged ADR to provide mitigation and Restoration services. ADR's experienced staff attended site to inspect the damage, perform a risk assessment and develop an agreed Restoration plan to decontaminate structure and contents of the affected rooms within the time frame expectations of the Insured. ADR appointed an on-site supervisor to co-ordinate human and equipment resources to achieve the time frame objectives. Two teams were formed, one to pack-out and move affected contents to an on-site Restoration area, and one team to complete detailed Restoration of the walls, ceilings, fittings and floors. During the site inspection, ADR staff noted many rooms containing numerous documents and records that were covered in varying degrees of soot.



As ADR are highly regarded for document Restoration within the Insurance industry, the experienced Adjuster requested that ADR staff pack-out the important documentation and transport it to the ADR document facility for decontamination treatment. ADR has developed cost effective and efficient methods to remediate soot and odours from records affected by fire. The affected documents were securely packed and transported to ADR for treatment in the purpose built document Remediation facility. ADR's Documents and Records Restoration staff began by unpacking the records and removing bulldog clips, staples etc. to allow full access to the affected pages. The staff then used specially manufactured sponges to remove the residual soot from the paperwork, before transferring them to a separate processing area where they were treated to remove the residual smoke odour. With the soot and smoke odours successfully removed, the important documents and records were returned to each classroom, staff rooms and store rooms and placed back into the shelving and bookcases as they were positioned prior to the fire Event.



## ADR UPDATE

### CLAIMS CONVENTION 2016

As reported in earlier editions of the ADR Newsletter, ADR will once again be the Platinum Sponsor of this years AICLA & ANZIIF Claims Convention CC16 "Now and the future", held at the Sofitel Wentworth Sydney on the 20th of September. ADR will have friendly staff on hand throughout the day to meet delegates and answer any questions regarding our wide range of professional Restoration Services. ADR is also the sponsor of the Gala Dinner which is always a very popular networking event at the annual convention.



Please visit us on booth 12 and 13 of the sponsors trade exhibit during the Claims Convention.

## COMIC RECOVERY

"Sir, if your wife threw your marriage certificate into the fire, I'd say it's not likely to respond to Restoration."

