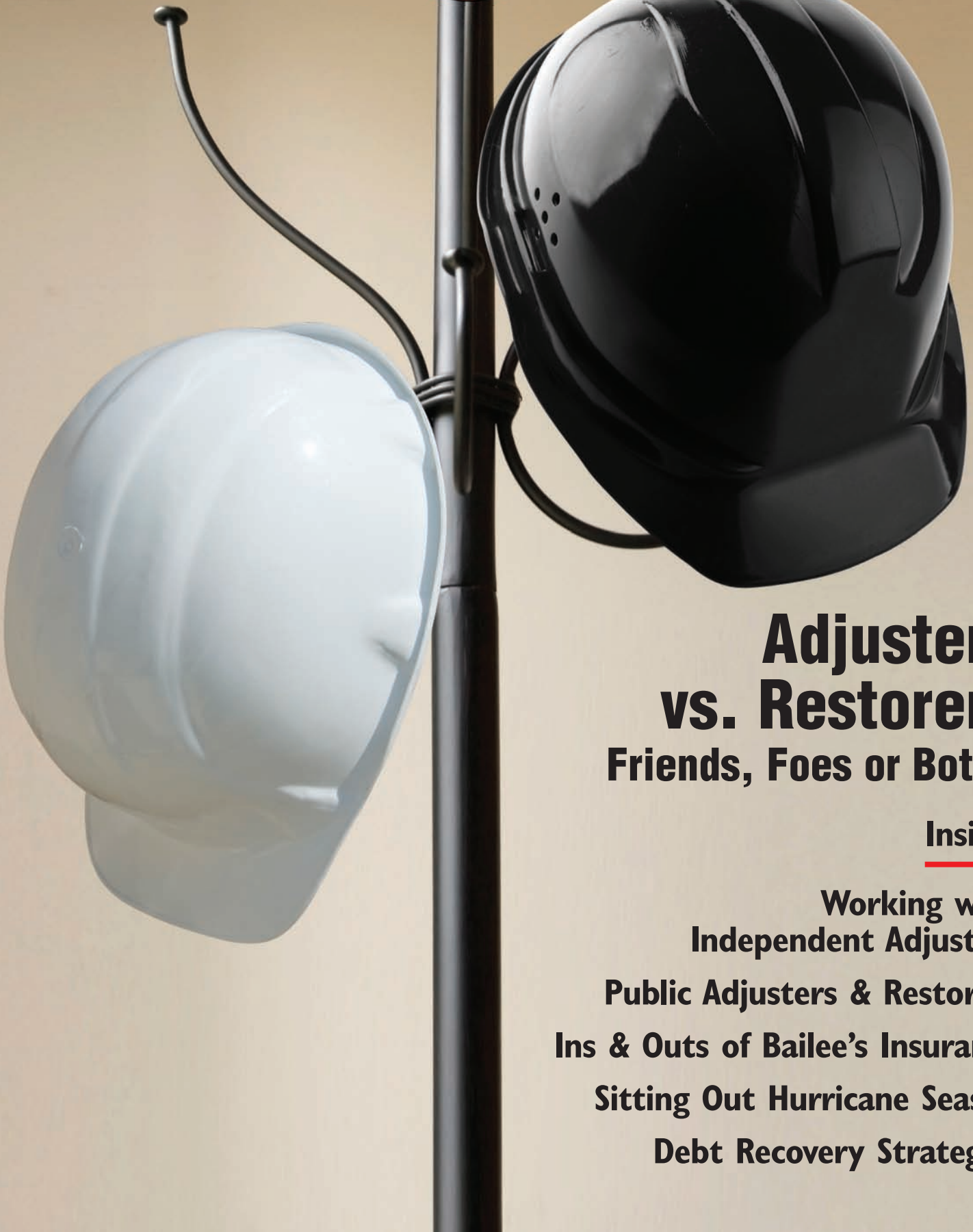


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Adjusters vs. Restorers Friends, Foes or Both?

Inside:

**Working with
Independent Adjusters**

Public Adjusters & Restorers

Ins & Outs of Bailee's Insurance

Sitting Out Hurricane Season

Debt Recovery Strategies



By Casey M. Geisler

“What proactive steps does your company take to handle risk management issues?”



Michael Curry

As a restoration contractor it is imperative to take pro-active steps to decrease potential liability while serving a client.

From mitigation services to construction repairs, my company follows a developed process designed to help reduce our risk while creating open lines of communication with the clients.

Here is a partial list of the above mentioned process:

- 1.) Take your time explaining the *entire* project being performed to the client.
- 2.) Keep thorough documentation:
 - a. Authorization & Satisfaction forms all signed and dated.
 - b. Pre-existing damage forms filled out, reviewed and signed by client.
 - c. Waiver of Liability form — This form is used when a client prevents work from being completed according to the established standards of the local building department and/or guidelines set by the S-520/500 standards. Our company records, our recommendations and this statement say they have refused to follow our recommended guidelines.
 - d. Photo documentation — photograph every aspect of the job —

pre-existing conditions/damages to accurate photos depicting items that need repair and photos of completed work.

- 3.) Cannot emphasize enough the importance of extensive communication with the client throughout the entire process.

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David Dybdahl, CPCU

As insurance brokers we are risk management professionals. I find breaking down risk management into three rules helpful:

1. Never risk a lot for a little.
2. Never risk more than you can afford to lose.
3. Consider the odds.

Seems simple enough on the surface, the devil is in the details.

The insurance brokerage business and restoration contracting are both services. One of the main risks for service providers involves variations from industry standards. To manage this risk in our company, we set performance criteria and then try to get everyone to follow them. Contractors should do the same.

Another risk is offering services for which we are not trained. For example, we are specialists in liability insurance for contractors. We would not try to write a policy on an airline because we would be risking a lot for a little.

To not risk more than you can afford to lose people buy insurance. I recommend buying the best quality insurance you can. Insurance coverage design mistakes by both insurance agents and contractors are very common in restoration contracting. (Consider the odds.) Oftentimes the very best insurance is just a few dollars more than the poorest coverage. (Never risk a lot for a little.) Keeping the three rules of risk management in mind is a useful practice in all personal and business activities.

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Ashley Easterby

Risk management is good planning and good for business. As it is with most things, we must consider the up or downside before we start.

In our business, risk is something we deal with on every job. Risk has many forms from safety to our industry's often asked

question, "Can you restore it?" All staff members deal with risk in some form, so we have to highlight to them that each team member needs to be aware of and looking for potential risks.

Risk management can become time consuming, but we have tried to keep it simple. Ask yourself what can go wrong? What can we do to prevent it? And what do we do if it does happen?

In each country procedures and laws differ, but they have similar processes. Develop a risk register, which is a document designed to capture each potential problem, how serious it is, what is needed to fix it and who will fix it.

By doing these simple things as a start, you are protecting you employees, your customers and your business!

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Larry Holder, CR

companies serving a national market from a limited number of locations.

Being prepared 24/7 is cultural. Organizations benefit significantly when employees with specialized skills of water, fire, mold damage, board-up, contents processing, estimating, project management, carpentry and other reconstruction capabilities are flexible and embrace cross-training.

Increasing capacity for large losses and regional disasters is about leadership and labor. Organizations can meet their

occasional need for additional leaders by training employees to serve as interim supervisors, etc. Establish relationships with temporary labor providers in advance of need to avoid first-come first-serve conditions and associated rate increases.

The larger an organization's market area, the greater the need to set different service levels. The most urgent of emergency services may not be reasonable for jobs located hours from an organization's closest facility. That said, the tendency to only consider job size and travel time should be balanced with the organization's relationship with the referral source.

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Dave Robbins, CR

for our employees, subcontractors and vendors.

Typically the nature of our work dictates that we perform in an environment which is less than conducive to working both quickly and safely. Several keys to mitigating risks for CSS include thorough planning, training, supervision and communication. Every project, regardless of size, receives the full attention of a field superintendent and project manager. Each field employee is OSHA certified through an accredited program. We also employ the services of a consultant (and former OSHA inspector) to make job-site visits and conduct training for company management, employees and sub-contractors.

Additionally, in an effort which is not only required by law but just makes good sense, we require that every sub-contractor provides adequate liability and workers compensation coverage, thus transferring risk and liability.

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Our mission as a restoration contractor is to make our customers whole again as quickly and effectively as possible while providing safety