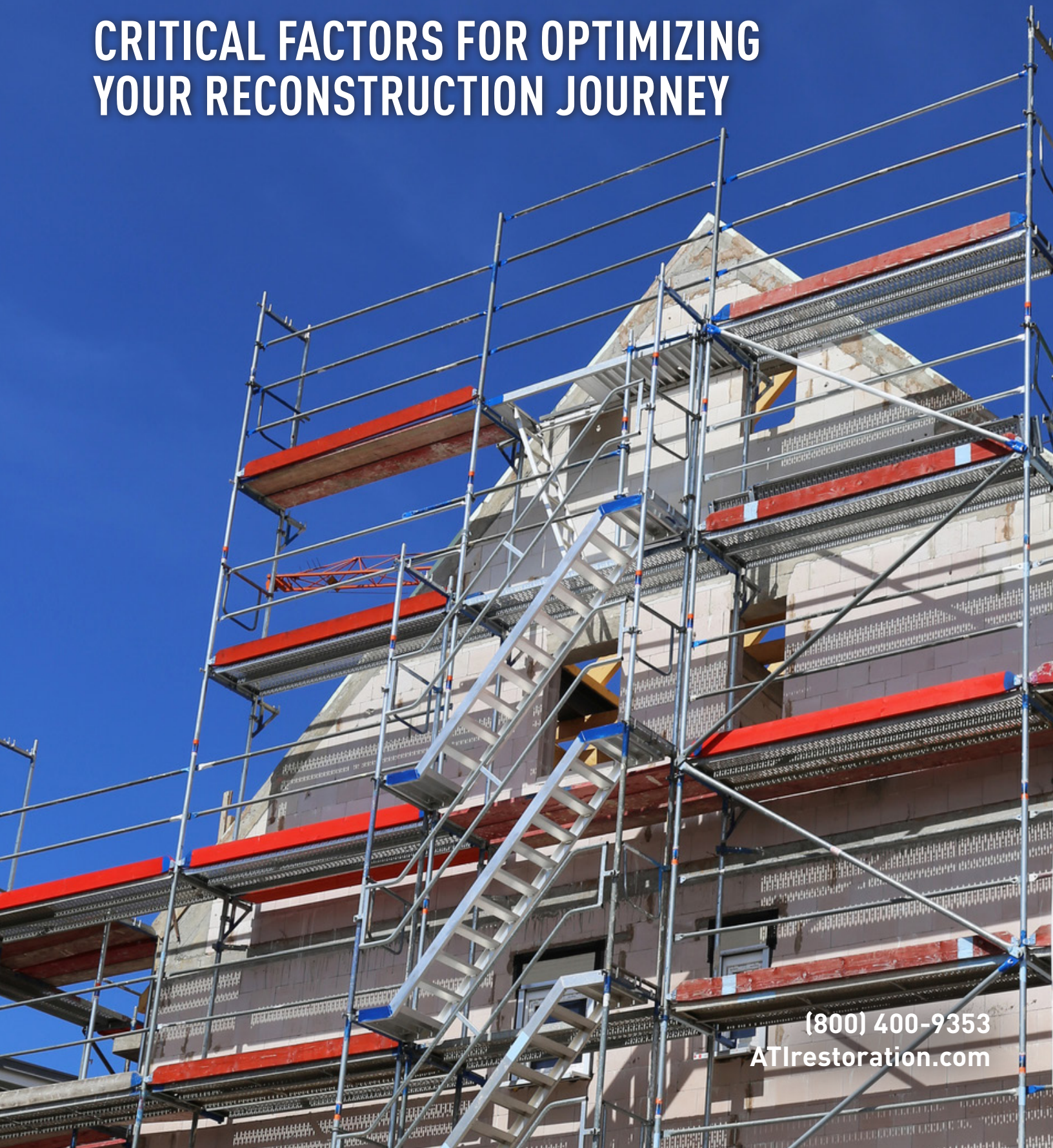




CRITICAL FACTORS FOR OPTIMIZING YOUR RECONSTRUCTION JOURNEY



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Introduction

Businesses need stability and continuity to operate successfully. Natural disasters and other catastrophes threaten both, leaving companies in a state of disarray. From the aftermath of devastating storms to the havoc wreaked by fires and seismic events, the recovery journey for business facilities demands a swift and strategic response—as well as a long-term plan for survival.

Amid the uncertainty and chaos that follow an emergency, reconstruction is the critical final phase to restoring business operations, safeguarding investments, and fostering resilience against future adversity.

In this white paper, we'll explain what to expect during the reconstruction phase, describe what to look for in a reconstruction services provider, and share best practices for a successful reconstruction project.

The Phases of Recovery From a Natural Disaster or Other Catastrophe

Recovery from a natural disaster or other major event typically involves several distinct phases. These phases can vary based on the scale of the disaster and the extent of the damage, but generally involve the following:

01 Emergency Response

This is the initial phase that occurs immediately after a disaster strikes. The primary focus during this phase is on ensuring the safety of occupants and emergency responders. Evacuation plans are implemented, and emergency services are mobilized to address life-threatening situations. Any water and other hazards are removed from the property during this phase to reduce the risk of further damage.



02 Damage Assessment

Once the immediate threat has subsided, assessment teams are deployed to evaluate the extent of damage to a facility. This phase involves inspecting a building's structural integrity, utility systems, and overall safety.



03 Stabilization and Mitigation

In this phase, the focus is on stabilizing the facility and mitigating further damage. Measures are taken to secure the building, prevent additional risks, and protect valuable assets. This may include temporary repairs, addressing structural vulnerabilities, and controlling hazardous materials.



04 Reconstruction

After the building is stable, the reconstruction process begins. Repairs are made to damaged areas, structural components, and utility systems to bring the facility back to its pre-disaster condition. Depending on the severity of the damage, this phase may involve extensive rebuilding or renovations and replacing damaged materials. [Contents cleaning and restoration services](#) may also occur during this phase.



05 Functional Recovery

When reconstruction is complete, basic services like electricity, water, and sanitation are restored to allow occupants to begin using the space. The facility will also undergo inspections and certifications to ensure compliance with safety regulations and building codes. After receiving the necessary approvals, the facility can be reopened, and business operations can resume.

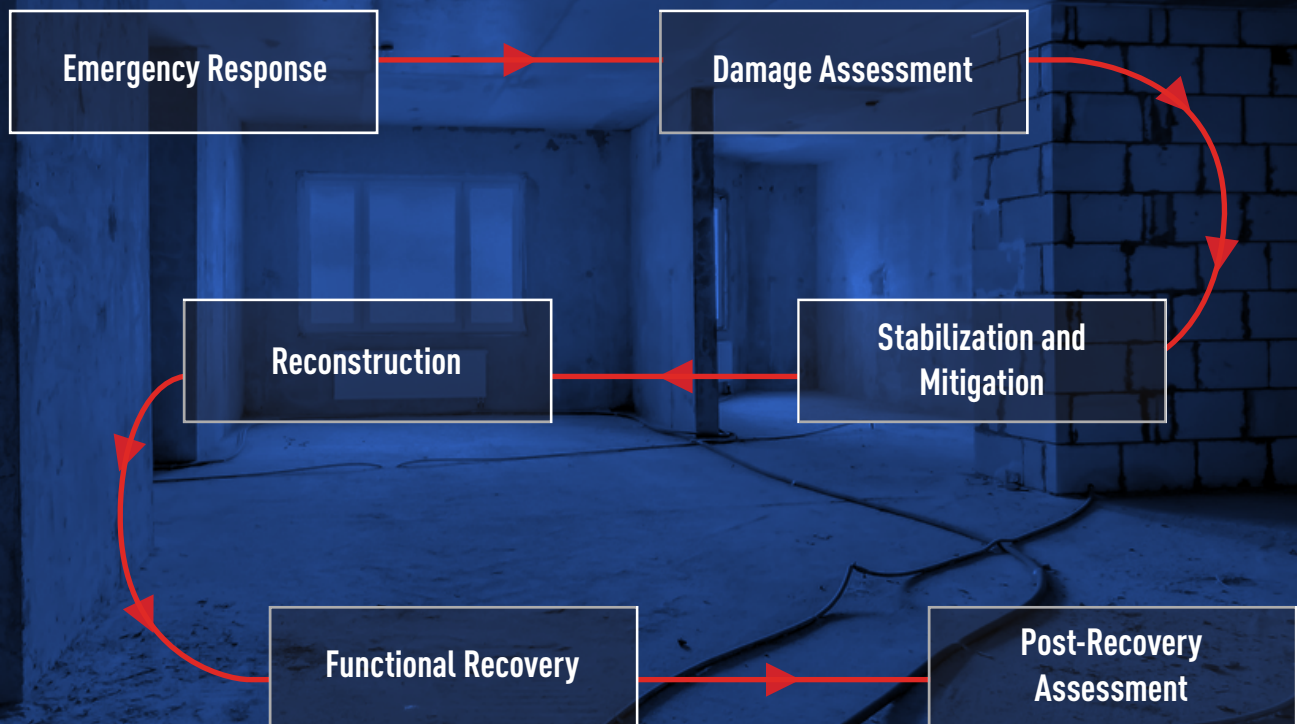


06 Post-Recovery Assessment

After the recovery process is complete, the reconstruction team will work with the facility owner to assess the effectiveness of recovery measures and ensure all final punch list items have been completed to the client's satisfaction. The reconstruction team may make recommendations to improve the facility's resistance to future disasters, such as implementing mitigation measures and investing in a disaster preparedness plan.



Phases of Recovery



What Are Reconstruction Services?

No two jobs are the same. But the process of [reconstructing a facility](#) after a disaster typically consists of assessment and structural recovery or rebuilding.

The first step is to evaluate the damage and report any structural issues caused by the disaster and evaluate any potential future threats. The contractor may work with an engineer to determine the scope of work and perform the reconstruction using [advanced tools and technology](#), such as aerial imagery and 3D scanning technology.

For instance, when a structure has suffered [water damage](#), the provider should create a water map of the building, identifying areas needing repair, waterproofing, and sealant. The provider should test the building's foundations for cracks or breaks caused by excess water weight. If a building has caught on fire, the team should evaluate the building for structural damage, deformation, and fractures due to [fire and smoke](#).

If damage is beyond repair or hazardous materials are beyond abatement, more extreme services may be required. The [demolition](#) of a property through wrecking or excavating the entire structure then becomes the first strategy in rebuilding.

Demolition services may include:



Building Clean-outs



Concrete Removal



Drywall Demolition



Explosives



Concrete Demolition



Debris Hauling



Concrete Saws



Junk and Dirt Removal Services

When possible, contractors should consider an alternative to complete rebuilds: structural recovery. This cost-effective alternative to complete reconstruction uses salvageable sections and building materials from the damaged structure. This approach saves time and money for building owners compared to tearing down and rebuilding an entire structure.

10 Critical Factors to Evaluate Before Selecting a Reconstruction Service Provider

Selecting the right reconstruction service provider is a decision that cannot be taken lightly, given the stakes for business. Here are some criteria that companies should use in making an informed decision.

1. CONTRACTOR LICENSE

The first question to ask is about the service provider's [licenses and certifications](#). A contractor's license is essential. Depending on the facility's location, the potential risks, and the type of work required, additional certifications may be necessary.

A good rule of thumb is to check for a wide variety of certifications and training. A dedication to continuous learning and development signals that the company takes the quality of the work they do seriously and invests in its people. In particular, look for certifications from the Institute of Inspection Cleaning and Restoration Certification (IICRC) and the Restoration Industry Association (RIA). A certified firm must demonstrate proof of insurance, maintain a customer service program with escalation points of contact, and provide education and training leading to certification for technicians.

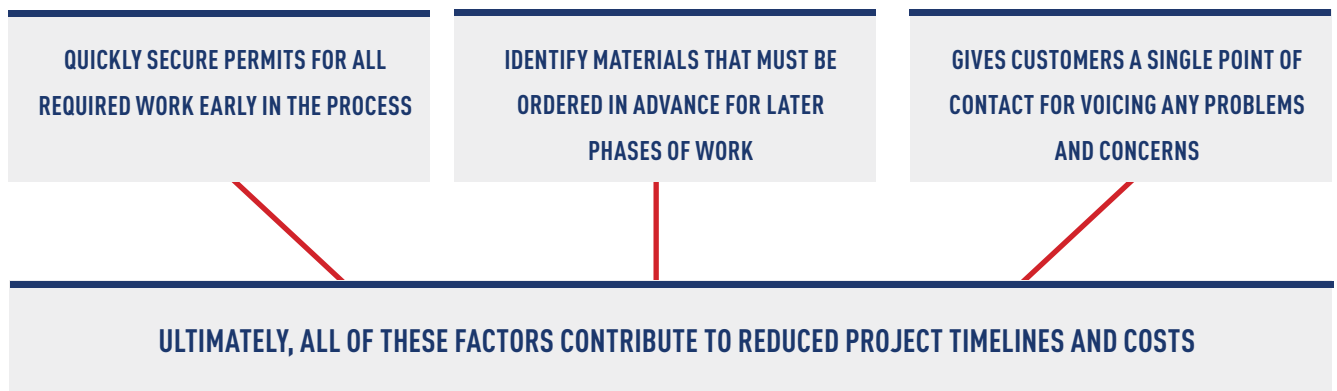
2. EXPERIENCE

Look for a reconstruction services provider with a proven track record of expertise in similar projects. Ask for a list of similar jobs and references. Experienced reconstruction professionals should possess in-depth knowledge of various building materials, construction techniques, and industry best practices. This expertise allows them to identify the most effective and efficient methods for repairing and rebuilding damaged properties. Experienced providers will have encountered a wide range of challenges, such as hidden damage, structural issues, and safety concerns, making them better equipped to handle unexpected issues that may arise during the reconstruction process.

3. COMPREHENSIVE SERVICES

Choose a provider that offers a wide range of disaster recovery services, from damage assessment and stabilization to reconstruction. A one-stop-shop approach streamlines the recovery process, mitigates communication issues, enhances accountability, and offers a single point of contact for the duration of the project. With multiple contractors handling different aspects of the job, finger-pointing often results when things go awry or off schedule.

BENEFITS OF WORKING WITH ONE PROVIDER



4. REPUTATION

Research the provider's reputation by checking online reviews, testimonials, and references from past clients and insurance agents. Positive feedback and a solid reputation are indicators of their reliability and customer satisfaction.



"EXCELLENT AS ALWAYS. RECONSTRUCTION IS AS GOOD AS NEW."

-TIM C. SENIOR LIVING PROPERTY CLIENT

5. FINANCIAL STABILITY

Ensure the provider is financially stable and adequately insured. Financially secure restoration companies have the ability to invest in modern equipment, advanced technology, high-quality materials, and skilled and trained staff, ensuring that the provider can handle a wide range of projects and meet client needs. Proper insurance protects both the provider and the customer from potential liabilities during the reconstruction process.

6. RESPONSIVE

Look for a reconstruction services provider capable of responding promptly in an emergency. Quick response times are critical to minimizing damage and ensuring a smooth recovery process.



"THE TEAM WAS ASSEMBLED AND ON-SITE VERY QUICKLY. TEAM LEADERS WORKED QUICKLY TO GET THINGS MOVING AND GOT THE TEAM WORKING IMMEDIATELY."

-PATRICE G., BUSINESS PARK CLIENT

7. TRANSPARENCY

Choose a provider that communicates openly and frequently. Your point of contact should provide clear explanations of the scope of work, project timelines, cost estimates, and any potential challenges that may arise. Inquire about the warranty offered on the work and the level of customer support after the project is completed. A reputable provider stands behind their work and offers ongoing support if issues arise.



ATI WAS PROFESSIONAL AND THERE WAS CLEAR COMMUNICATION THROUGHOUT THE PROJECT. THE PROJECT SUPERVISOR WAS EXCELLENT, AND THE LEADS WERE EXCELLENT IN GETTING THE PROJECT COMPLETED AND COMMUNICATING THROUGHOUT THE PROCESS."

-ARACELI E., EDUCATION CLIENT

8. SAFETY

Ensure the provider prioritizes safety by following industry best practices and complying with all relevant local building code, permit, and OSHA regulatory requirements. The provider should also maintain a strong safety culture for its employees and clients.

9. STAFFING

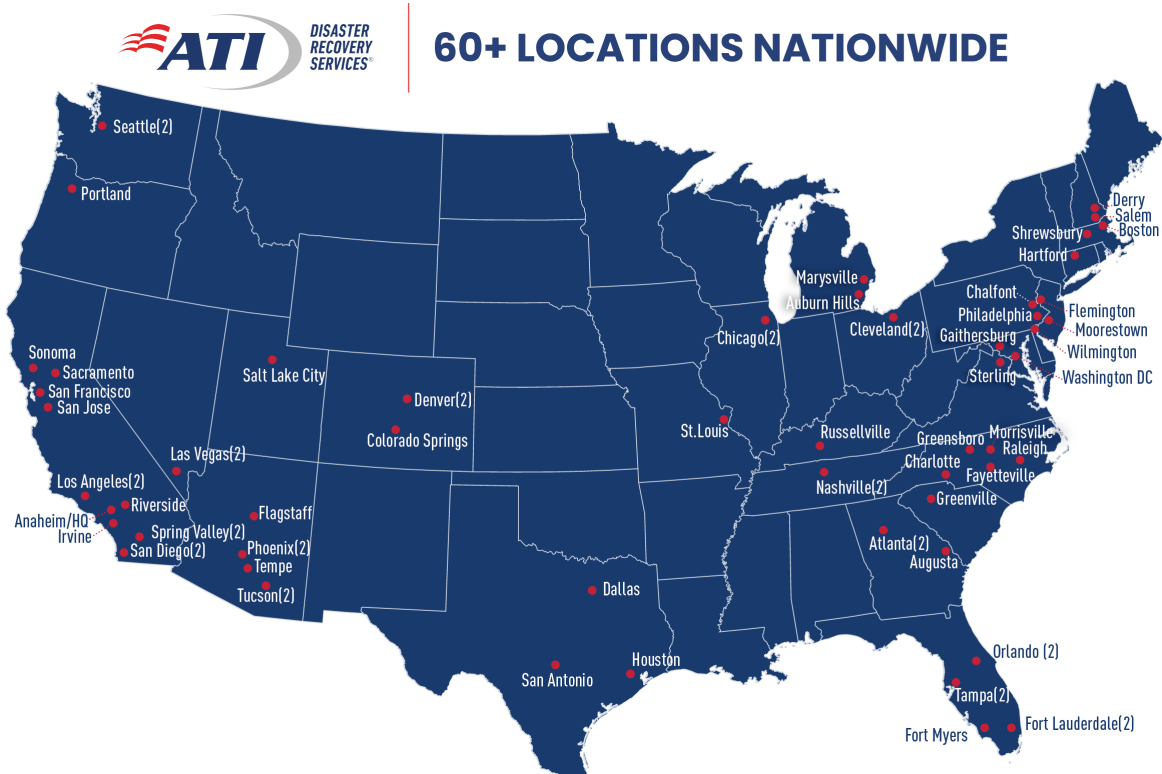
Reconstruction projects call for a diverse range of skills, from electrical and plumbing to carpentry, masonry, and more. Look for a provider with an extensive in-house staff and robust network of qualified, specialty subcontractors when they need to perform large-scale or complex reconstruction projects. Partnering with a national provider with access to top talent means you can count on high-quality workmanship, consistent performance, and flexibility in meeting project demands.

10. LOCATION

The proximity of a provider to the reconstruction site has a direct impact on a number of factors, including response time and cost.

Local providers are able to:

- Quickly dispatch their team to the site, minimizing delays and potential additional losses.
- Be familiar with local regulatory requirements and building codes, preventing delays and potential legal issues.
- Use established relationships with nearby suppliers and vendors, which can mean faster access to construction materials, equipment, and resources, expediting the reconstruction process.
- Be more accessible and readily available for any follow-up services.



What Best Practices Should Every Reconstruction Project Follow?

The way the reconstruction phase is approached can significantly impact a project's outcome. Here is a list of the best practices that restoration service providers should follow during the reconstruction process to ensure the highest level of service, client satisfaction, and successful project execution.

ETHICAL APPROACH

Restoration service providers should always do the right thing for their clients. This means prioritizing the client's best interests, even if it requires going the extra mile to ensure their satisfaction and well-being.

OWNERSHIP MENTALITY

Restoration professionals should approach each project with a sense of ownership, treating the property they are working on as if it were their own. This mindset fosters a commitment to delivering high-quality work and ensuring that every aspect of the restoration meets the highest standards.

COMMITMENT TO QUALITY

Providers should emphasize delivering top-notch results. From the selection of materials to the execution of restoration tasks, every effort should be made to ensure the final outcome meets or exceeds industry standards.

TRANSPARENT COMMUNICATION

Restoration service providers should maintain open and honest communication with their clients. Providers should set realistic expectations for their clients regarding the timeline and outcomes of the project. This is especially true for clients who may not be familiar with the restoration process. This helps avoid disappointment and ensures that clients are prepared for the challenges inherent in the reconstruction process.



Providers should keep clients educated on:

- Expectations and steps during the reconstruction phase
- Estimated duration of the project
- Potential challenges that may arise



Providers should keep clients informed about:

- Progress of the project
- Any challenges encountered
- Steps being taken to address challenges

EMPATHY

Restoration service providers should approach their clients with compassion, especially during difficult times when clients may be dealing with the emotional aftermath of a disaster. Demonstrating understanding and support can go a long way toward building trust.

TRAINING

Staying up to date with the latest restoration techniques, industry trends, and best practices is essential. Providers should invest in continuous education for their staff to ensure they are equipped with the latest knowledge and skills.

CUSTOMER SATISFACTION

Regularly seeking customer feedback can help restoration service providers identify areas for improvement and make the necessary adjustments to enhance their services.

By adhering to these best practices, restoration service providers can enhance the quality of their services and build lasting relationships with clients based on trust, professionalism, and exceptional customer care. Ultimately, these practices contribute to the successful restoration of properties and the well-being of those they serve.

Conclusion

Reconstruction plays an essential role in the disaster recovery process, from evaluating the structural core to recovery and rebuilding. By choosing a reputable, experienced reconstruction services provider committed to following best practices, businesses can reduce the headaches of rebuilding and save themselves time and money.





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