



## Surge Case Study

### Scenario:

**Storm Eva floods 29 properties in Hebden Bridge**

### Background

When Storms Desmond, Eva and Frank caused widespread flooding in Northern England, in December 2015, 29 properties including shops, flats and a medical centre on Hebden Bridge high street were hit.



In Boots the chemist, products were removed from the shelves after 4pm on Sunday so injection drying could be installed behind product racking before re-opening on the Monday morning. Remote monitoring and control of the driers was also installed so drying could be checked and adjusted from the internet.

Boots carried on as normal, with our driers in quiet mode during the day and normal mode when the shop closed.

### Achievements

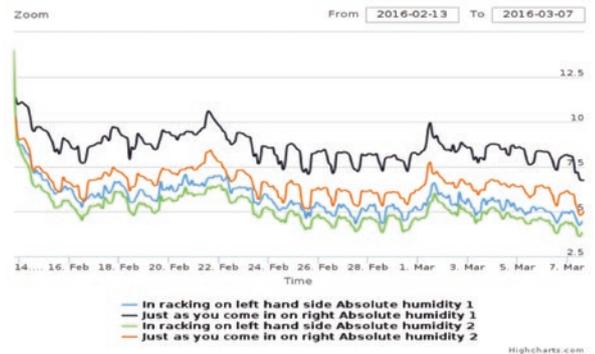
- Great response in an ongoing surge situation
- Efficient working (small team in one area using the latest drying equipment)
- Business interruption minimised through technical drying installations
- Consistently good customer experience, all properties were recovered quickly and at the same time
- Broker, Loss Adjuster, Insurer and customers delighted

## Response & Recovery

Already with 36 ISS and Rainbow International branches in the area serving the surge event, ISS Restoration quickly formed and dispatched a specific, ring fenced team of project manager, supervisor and 3 technicians to serve all 29 properties. The close geography enabled a relatively small, efficient team to circulate around each property moving through each stage of the recovery process. Properties were inspected and mitigated quickly, removing up to 2 metres of standing water, floor and wall coverings, sanitising and arranging electrical checks and temporary supplies to install phase 1 drying over the initial 4 day period.

## Technical Drying

In Stage 2 and 3 of the drying process refrigerant dehumidifiers were replaced by ISS's latest A4ESX desiccant units with twin heaters, quiet running modes and efficient electricity usage. Using the A4's within Target and Injection drying set-ups allowed businesses to stay open and residents within homes.



Figures from remote monitoring

*Setting the standards in disaster recovery*

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**0800 0855 134**

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