

Success Story #1

October 2006

Starting with the month of October, our Chapter will be highlighting a case based success story monthly. Each story will demonstrate the synergies between associate and professional members. The following story shows the quick response by IFMA associate members to one of our professional member's facilities. While this was an extreme example of teaming to resolve a serious problem, it shows the resources available to professional members. Members have a wealth of information at-their-fingertips in our chapter directory and on our website. If you have a story you would like to share, please send it to Kathy Reid - kareid@earthlink.net, Co-chair of Associate Relations.

A private jet crashed into an IFMA OC member biomedical firm in Irvine, while circling back to make an emergency landing at Orange County's John Wayne Airport. The plane severed a water supply line in the facility and mixed jet fuel into the turbulent gush of water. The company's facility management team responded promptly. Vendors were placed on stand by for the moment when the fire department would release the building for cleanup.

SERVPRO of Tustin responded with crews and truck-mounted extractors. Due to the jet fuel in the water, the fire department mandated that no electricity be used. SERVPRO extracted the building with flashlights guiding the way. A hazardous waste company was on hand to haul the extracted jet fuel away. Drying equipment was installed as the work of demolition to the affected. Restoration of the contents began simultaneously.

As the cleanup and drying process continued, Pacific Building Care, the janitorial company, responded with its crews to provide janitorial service and detailed cleaning of the biomedical firm's laboratories and offices.

With the assistance of the building department at the City of Irvine, the company was up and running within a month of the crash. Clearly, having an Emergency Response Plan (ERP) in place reduced the business interruption. The company executed the ERP with pre-approved vendors working as a part of the facility management team. They directly involved the city lessening the impact to the company and its employees.

Are you ready if disaster strikes?