



GLOBAL DISASTER SOLUTIONS

# HOSPITALITY INDUSTRY

LOSS EVENT: RIVER FLOODING



**24-HOUR CALL CENTER: 877.511.2962**

## PROJECT OVERVIEW

Following the unprecedented flooding of a large, national river, a Casino was impacted by over 24 inches of muddy water that inundated the entire first floor. Cotton was able to alert the venue of the impending flood and they were able to move and de-inventory their location prior to the waters rise, preventing further damage and limiting business interruption. Cotton utilized its state-of-the-art Watch Center to inform the client of real-time weather updates, site conditions, flood stage information, and high-impact event areas. Cotton tracked the storm and determined an operational window that allowed the Emergency Response Team to get close to the facility without being caught in the path of flooding.

Once flood waters receded, Cotton immediately began removing all damaged material and cleaning the affected areas. Carpet, tile flooring, and drywall were all removed while the facility was prepped for the reconstruction process. Cotton implemented strategic remediation, necessary equipment and experienced personnel to get the casino operational in less than 30-days.

## THE **COTTON** DIFFERENTIATOR

- Saved client **\$1 MILLION PER MONTH** by limiting operational downtime (BI)
- Provided **PREDEPLOYMENT WEATHER UPDATES** to minimize client damages
- **WORKED WITH GAMING AUTHORITY** to do a partial reopening
- Augmented corporate **BUSINESS CONTINUITY PLAN (BCP)**
- Team meetings daily with **CASINO RISK MANAGEMENT**

## TURNKEY SERVICES PROVIDED

- Photo documented all affected areas
- Ran distro cables and set up work lights
- Shoveled and removed debris from flooring throughout the building
- Set up desiccants with lay flats through the building to stabilized environment by absorbing moisture
- Ran negative air machines throughout the facility to help control environment
- Rough cleaned the exposed structure removing water and wet debris
- Installed HEPA filtered air vacuum to exposed structures
- Covered disinfected floors with 6 mil plastic in order to manipulate contents
- Cleaned and wet wiped all horizontal surfaces in structure
- Ran deodorization machines throughout the facility
- Cleaned HVAC units, including coils and surfaces
- Used HEPA vacuums to clean inside HVAC docks
- Cleaned and disinfected inside of HVAC ducts

DISASTER RECOVERY | CONSTRUCTION | ENVIRONMENTAL RESTORATION | ROOFING | LOGISTICAL SUPPORT | CULINARY SERVICES

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