

Catastrophe Process Worksheet



Your process should outline the steps you will take before, during and after a large loss. This is part 2 of 3 worksheets that cover the plan, the process and the people.

List remediation, restoration, and repair resources available: (ex. air movers)

How do I intake jobs when there is an influx of claims?

How do I track and document jobs?

How do we triage jobs?

What if my credit cards don't work?

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What's my path to collecting payment on each claim?

What if I can't get fuel?

How will we communicate if cell phones are down?

Do we have local partnerships in place?

For a large loss what is our plan to handle it?

Do we have a standard referral rate and process?

Who deals directly with the insurance company for updates, changes, or payment collection?

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What is our plan for:

- Temporary Labor
 - Technicians & Supervisors
- Administrative Staff
 - Safety Staff Member
- Clerk of the Works
 - Project Managers/ Coordinators
- Sales & Support
 - Generators & Electricity
- Air movers & Dehumidifiers
 - Gas, Fuel
- Tools, tracking systems, consumables
 - PPE, logo wear
 - Specialty Tools/EQ
- Hotels / Accommodations
 - Food
- Transportation - Buses
 - Debris removal/ Disposal