



## UNICCO Special Services Emergency Action

### **FIRE!**

In the early evening of Saturday, December 9, 2000, a silent enemy was finding its way through the walls of 125 Summer Street in Boston. The management company for the building is a UNICCO Service Company client. The silent enemy was fire. Flames were creeping through the walls undetected, until they finally burst through on the ninth floor of the structure. The fire continued down through the walls to the seventh floor, causing damage to all three floors.

The Boston Fire Department was notified of the blaze by security personnel at 6:30 p.m. Thousands of gallons of water later, the fire was finally out. And over 30 UNICCO workers already at the scene got down to business. There was plenty of work to be done. The fire department had needed to tear open and hose down walls, and saturated the building with water to douse the flames. Plus, since the fire was burning inside the walls, the water worked its way through to floors not damaged by the fire. UNICCO maintains a force of more than 3,500 workers in the region. This includes a Special Services unit, which is specially trained and equipped to deal with severe damage situations arising from fire or flood. The Special Services unit began a complete fire restoration cleaning program, including:

- Removal of all broken/damaged walls and doors
- Removal of wall and fire debris
- Cleanup of water on all affected floors
- Removal of water in stairwells that had migrated all the way down to sub-basement parking garage
- Water extracted from carpets

UNICCO finished these activities by 10:30 p.m. and returned the following day, Sunday, to shampoo all carpets, disinfect all areas, and move furniture and office equipment back to their original locations. With the exception of the areas actually damaged by fire, the rest of the facility was open for business as usual on Monday morning, December 11. UNICCO worked around the clock to assure that our clients could get back to running their business. And in less than 48 hours, their goal was accomplished.

### **FLOOD!**

On a Monday morning in early November 2000, a seemingly minor plumbing problem opened the floodgate to extensive property damage, as well as another challenge for UNICCO Service Company. The high-rise office building at 60 State Street, Boston had a history of plumbing difficulties - bathroom clogs and such - but never with the consequences that were seen on this November morning. The 20th floor at 60 State Street was being renovated. The whole floor had been gutted, so that when the plumbing malfunction occurred, the water could flow freely...with nothing to get in its way or slow it down. An estimated 65,000 gallons of water poured forth from the rest room into the open space under renovation. Approximately 4-6 inches of water instantly covered the floor area and then began seeping from the 20th floor all the way down to the 15th floor.

UNICCO received "mayday" calls from the building agent and security detail at 7:00 a.m. Five UNICCO employees were on-site when the flood was discovered, and within 45 minutes over 35 more UNICCO workers had arrived.

The Special Services unit began a complete flood restoration cleaning program, including:

- Moving all furniture on floors under flood site
- Extracting water from carpets
- Shampooing entire floors
- Taking down all damaged ceiling tiles
- Disinfecting all areas
- Removing of damaged carpet
- Emergency cleaning

Within 24 hours, the facility was back to normal, and our client - Pioneer Financial - was pleased that UNICCO was able to respond with a large, dedicated workforce to put them back in business without delay.

## **EXPLOSION!**

Suffolk University administrators were planning for students' educational needs. Lawyers were busy negotiating contracts. Insurance agents were verifying claims. For the structure at One Beacon Street, Boston, MA, this was business as usual. But that all came to an abrupt halt when an electrical transformer on the 12th floor of the building suddenly exploded.

As the Boston Fire Department responded, the building was evacuated and our client, Cushman and Wakefield, immediately notified UNICCO Service Company of the emergency. Our on-site team arrived within just minutes to begin the task of evaluating the damage, and assessing what steps needed to be taken to make the building operational once again. In less than 45 minutes, UNICCO's Special Services unit arrived with the specialized equipment and training necessary to begin work the moment it was safe to enter the building.

The damage was significant. Extensive water and smoke damage covered 20,000 square feet on the 12th floor, as well as in stairwells and adjacent floors. Immediately, Special Services implemented their plan, including:

- Carpet water extraction
- Carpet steam cleaning
- Carpet shampooing and deodorizing
- Removal of all smoke residue
- Removal and replacement of furniture
- Removal and replacement of ceiling tiles
- Washing of all windows
- Shampooing of all upholstered furniture

UNICCO Special Services worked throughout the night, allowing the building to, once again, be "open for business" the very next morning. Consequently, UNICCO received several letters of commendation from building tenants who were amazed that there wasn't even a trace of the smoky odor that, only hours before, had permeated the building. Floors and carpets were cleaner than before the incident, but most important of all was that Suffolk administrators could get right back to their business as usual too - the business of education.



UNICCO Service Company  
275 Grove Street  
Newton, MA 02466  
Ph: 800-283-9222  
Fx: 617-969-2210  
Email: [marketing@unicco.com](mailto:marketing@unicco.com)  
Internet: [www.unicco.com](http://www.unicco.com)