The Building Stayed Open

Ethylene glycol release · Occupied multi-tenant office, Orlando · Emergency call-out

Customer was not enrolled in the Back in Business Program™ when the loss occurred. Floor plans, after-hours contacts, access instructions, and approval contacts were confirmed after Flood Zone was already on site.

STAYED OPEN 3 LEVELS + 2 ELEVATORS	**~35,000** SQ. FT. AFFECTED	**~6 WEEKS** MITIGATION — NOT A SHUTDOWN	**0** SAFETY INCIDENTS	**~$2.28M** HAZMAT MITIGATION AND REBUILD

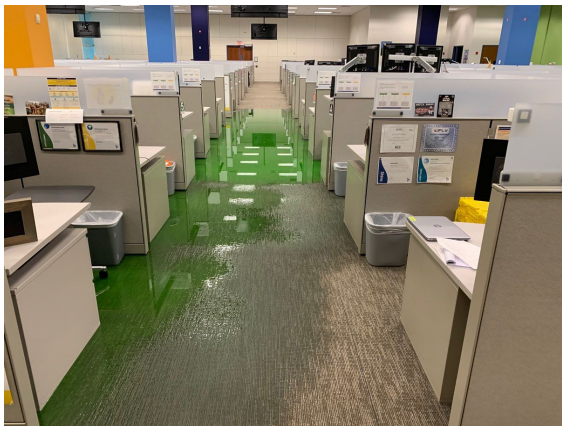
WHAT HAPPENED

An HVAC failure released ethylene glycol into the building's underfloor electrical ducting system (Walkerduct/raceway) in a Class A, multi-tenant office building. The glycol traveled approximately **500 feet through the main raceway**, spreading into hallways and an auditorium before migrating into conference rooms, support spaces, two elevators, and the below-grade parking garage. In total, the loss affected approximately **35,000 square feet across three levels**.

This was not like a conventional water loss. **Ethylene glycol does not simply evaporate like water**, so the affected raceways, flooring, and substrates required physical removal and decontamination rather than traditional drying alone. Recovered material also had to be contained and transported off-site for proper disposal.

Management requested that workstations remain in place because of the complexity of the building's network and electrical infrastructure. That required crews to **raise cubicle systems in place, remove affected flooring underneath them, and decontaminate the exposed subfloor** without dismantling the office environment.

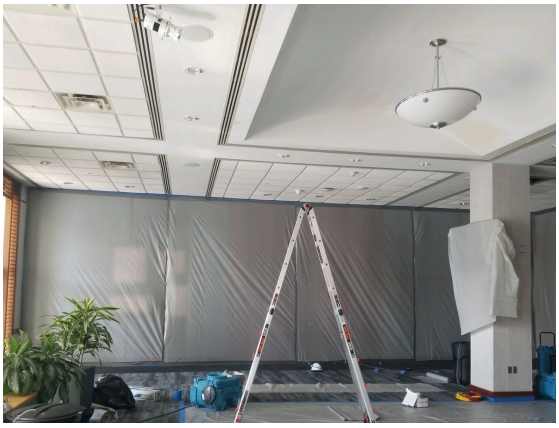
At the same time, **tenants continued occupying and using the building.** HAZWOPER trained crews worked alongside an industrial hygienist to manage the remediation while maintaining control of occupied spaces, indoor air conditions, and work around active electrical systems.



Coolant across occupied workstations — not a water loss



Crews working the live walkerduct



Containment kept adjacent occupied space in service

MINIMIZING DISRUPTION. MAXIMZING RECOVERY

THE OFFICE STAYED OPEN

No building-wide shut down. Occupant paths were kept usable where possible. Elevators were addressed immediately. Safe routes of ingress and egress were established and fire marshal was kept in the loop.

ONE POINT OF CONTACT

Flood Zone coordinated access, after-hours work, licensed disposal, industrial-hygienist clearance, and reconstruction quotes and sub-contractors so property staff were not running the job.

THE CLAIM CLOSED

A documented cost file — real-world vendor quotes, including engineering-approved firms, plus quantities and photos — supported full insurance reimbursement. Certificates of Completion (COCs) signed cleanly.

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CLOSE-OUT

~$2.28M Insurance Reimbursement	**HAZMAT** Materials disposed of with proper Chain of Custody	**Industrial Hygienist** Cleared on 1st Post Test	**New Back in Business Customers** +1	**100%** Certificates of Completion Signed Cleanly

The approximately $2,275,355 recovery covered mitigation, hazardous material handling, and reconstruction. Reconstruction awaited claim review—not unfinished field work—while Flood Zone maintained a complete cost file the carrier could verify.

WHY THEY ENROLLED AFTER THE PROJECT

The building stayed open. What burned time was gathering information that should already have been on file: who to call, how to get in, who has the floor plans and blueprints, and who could authorize work.

After close-out the client enrolled in the Back in Business Program™ for two reasons: better preparedness for the next event, and applicable program rates, discounts, and savings on future qualifying work. Enrolled clients are dispatched ahead of non-program emergency call-outs when resources allow.

WHAT WOULD HAVE CHANGED WITH THE BACK IN BUSINESS PROGRAM ™

The question	What happened for this job	If already enrolled in the Back in Business Program™
We arrived, it's 2AM, who do we call?	Whoever picks up. Contacts assembled after crews were rolling.	A named after-hours contact list is already on file. **One call starts the response**, and we know who has authority for what.
Keys, badges, and who has approval authority?	Access and signature authority confirmed while coolant was still moving.	Access procedures and authorization are documented **before the emergency** happens.
What we already know about the building	Floor plans, raceways, critical assets and staging areas were identified as crews arrived and began working.	**We already know** where to park, where to enter, where critical assets are located and what needs to be protected first.
When crews mobilize	Full mobilization followed execution of an emergency mobilization agreement.	Crews can be **dispatched within minutes** of the initial call under a pre-established agreement.
Job Costing	Emergency call out rates applied.	Program pricing and applicable discounts are established in advance, including potential equipment-rental **savings of up to 30%** on qualifying work.
Tenant contents	Tenant authorization had to be obtained during the response.	The approval process and responsible contacts are identified in advance, **reducing delays** in protecting tenant property.

THE DIFFERENCE

The emergency may be unavoidable. The confusion, delays, and decision fatigue do not have to be.

Prepare Before the Next Emergency

A Back in Business™ walkthrough documents critical contacts, site access, key vendors, and emergency authorizations before an incident occurs. Prepared properties always recover faster! Contact Flood Zone Disaster Recovery Solutions to enroll or to request a 15-minute property-file review.

Figures are approximate. Square footage combines the occupied floor, conference and event rooms, support spaces, and garage. Mitigation window is November–December 2020; reconstruction followed claim review. Total recovery of $2,275,355 was reimbursed in full. Property, carrier, and TPA names withheld at the client's request. Response methods described are from the 2020 job; Back in Business Program terms, rates, and dispatch priority are subject to program terms and available resources.

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