



Case History

Sewage clean up for Blue Chip company

Rainbow International Swindon received an urgent call from a national Facilities Management company advising that one of their clients (a major Blue Chip company) had suffered a blockage in their sewer systems resulting in a backup. The resulting damage caused several offices and corridors to be closed off due to the health risk. The sewage backup had flooded the first floor toilet facilities affecting both ladies and gent's areas covering six cubicles. This then permeated out onto the first floor corridor affecting and contaminating the Heuga carpet tiles throughout. Due to cross-contamination, the entire corridor carpet needed treating. Because of the volume of sewage, the flooding also penetrated down through the structure into the ground floor toilets, main corridor and communications room. The outside foyer had also been contaminated and was cordoned off until sanitisation was completed.

After the Facilities Management company had confirmed the extent of the problem they were unsure who to call. They searched the internet and Rainbow International came to the top of their search. After making a telephone call, the Swindon branch's rapid response centre and Technical Director were dispatched immediately in response to the severity of the issue. Two floors of this extensive office building had to be evacuated on health grounds.

The team were on-site within the hour to assist the client beginning with a full risk assessment of the site so that the bio-hazard treatment could be planned and completed in a safe manner.

After sanitisation, Rainbow took bio-hazard swabs for laboratory analysis to confirm that the contamination had all been neutralised. The results came back clear the next morning and the details were reported back to the company.

The Area Manager reported back to Rainbow the following day that they were very impressed with the service and were surprised at how quickly Rainbow were able to respond to their urgent request for assistance.

Following the impressive and successful completion of this disaster the Facilities Management company have appointed Rainbow as their preferred supplier.

Key Facts

Services

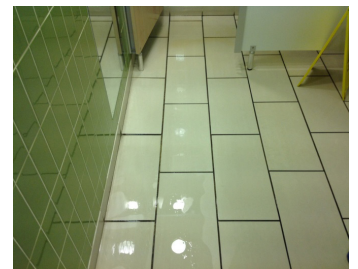
- Escape of water Restoration

Location

- Swindon

Market

- Facilities Management
- Sewage clean decontamination and cleanup



We Restore,
You Recover™