

Emergency Response Plan (ERP) Agreement

This Emergency Response Program Agreement is made this ____ day of ____, 2022 between _____ (“Client”) located at _____ and [Your company name], located at [your address] in accordance with the following terms and conditions:

Contractor’s Commitment to Owner

1. When an emergency occurs, we will respond to initial notification of the emergency within 5 minutes and will arrive on-site within ____ hours barring extenuating circumstances such as traffic, etc.
2. All ERP clients receive priority response over any client not included in our ERP program.
3. During a severe, area-wide weather event, our “next available crew” service pledge means that we will respond to all ERP clients with the next available crew before any other service requests are fulfilled.
4. We will mitigate the loss including board-up and tarping, structurally drying, providing restorative cleaning as well as other appropriate actions to contain and restore the property to pre-loss condition. To accomplish this we will provide a variety of resources including labor, equipment, materials, tools and other necessary items as needed.
5. Education and Training will be provided as desired.
6. We will supply personnel trained in accordance with Occupational and Health Administration (OSHA), Infection Control Assessment (ICRA) and Institute of Inspection Cleaning and Restoration Certification (IICRC) standards.
7. We will have commercial general liability, pollution liability, and workman’s compensation insurance.
8. Our company and our employees will keep all information pertaining to the client’s operations and the emergency situation confidential, unless otherwise required by law or to protect life, health or safety.
9. If unsafe conditions occur while we are performing services, or if directed by Federal, State or Local officials, either our company or the Emergency Coordinator will have the right to stop work on the project.
10. The attached Emergency Response Program materials are incorporated into this Agreement.

Owner’s Commitments to Contractor

1. Because you see the benefits and value of this Emergency Response Program (ERP), you (the property owner, manager or other responsible party) agrees that Contractor will be the sole emergency response contractor hired to respond to losses caused by wind, storm, water, sewer, flood, freezing, fire and smoke, mold, accident, death and trauma scenes.
2. You will from time to time meet with Contractor’s staff and provide necessary information to ensure that this Emergency Response Program is current and up to date.

CLIENT: _____

By: Name of your restoration company

By: _____
Signature

By: _____
Signature

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____