



BSI Standards Publication

**Damage management –
Code of practice for the
organization and management
of the stabilization, mitigation
and restoration of properties,
contents, facilities and assets
following incident damage**

Publishing and copyright information

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 November 2015. It was prepared by Technical Panel CAR/1/-/6, *Damage management*, under the authority of Technical Committee CAR/1, *Continuity and resilience*. A list of organizations represented on this committee can be obtained on request to its secretary.

Relationship with other publications

This code of practice builds on the existing BDMA Standards: Guidelines relating to the protocols and procedures for dealing with incidents or perils that damage properties [1].

Use of this document

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

0 Introduction

0.1 General

This British Standard document aims to provide recommendations for good practice in organizing and managing stabilization, mitigation, remediation and restoration procedures necessary to control and recover such damage and restore equilibrium to those affected.

The recommendations can be used in cases of property damage or contamination caused by a wide range of incident types such as fires, floods, explosions and trauma scenes. It identifies generic processes applicable to specific incident types but does not advocate specific technologies or methodologies.

The standard does not extend to providing guidance on building repair and reinstatement. However, it is recognized that damage management is the primary phase of the overall repair and reinstatement process and is likely to involve interaction with other parties involved at various stages.

The standard's structure ensures it is relevant to all interested parties and covers all activities from incident occurrence to completion of the recovery phase (see Figure 1). It also provides users with a means of establishing whether these activities have been carried out and ensures those aiming to comply with the standard can demonstrate they have done so by means of the project records. Additionally, it will facilitate communication between those who might need to be aware of an incident's status at any stage of the process.

Depending on the type of incident, such interested parties might include government departments, the Environment Agency, emergency responders, local authorities, insurance industries, risk and facilities management sectors, emergency planners, surveyors, business continuity managers, recovery/restoration and damage management practitioners, building and property sectors, property owners or occupiers, managing agents and members of the public.

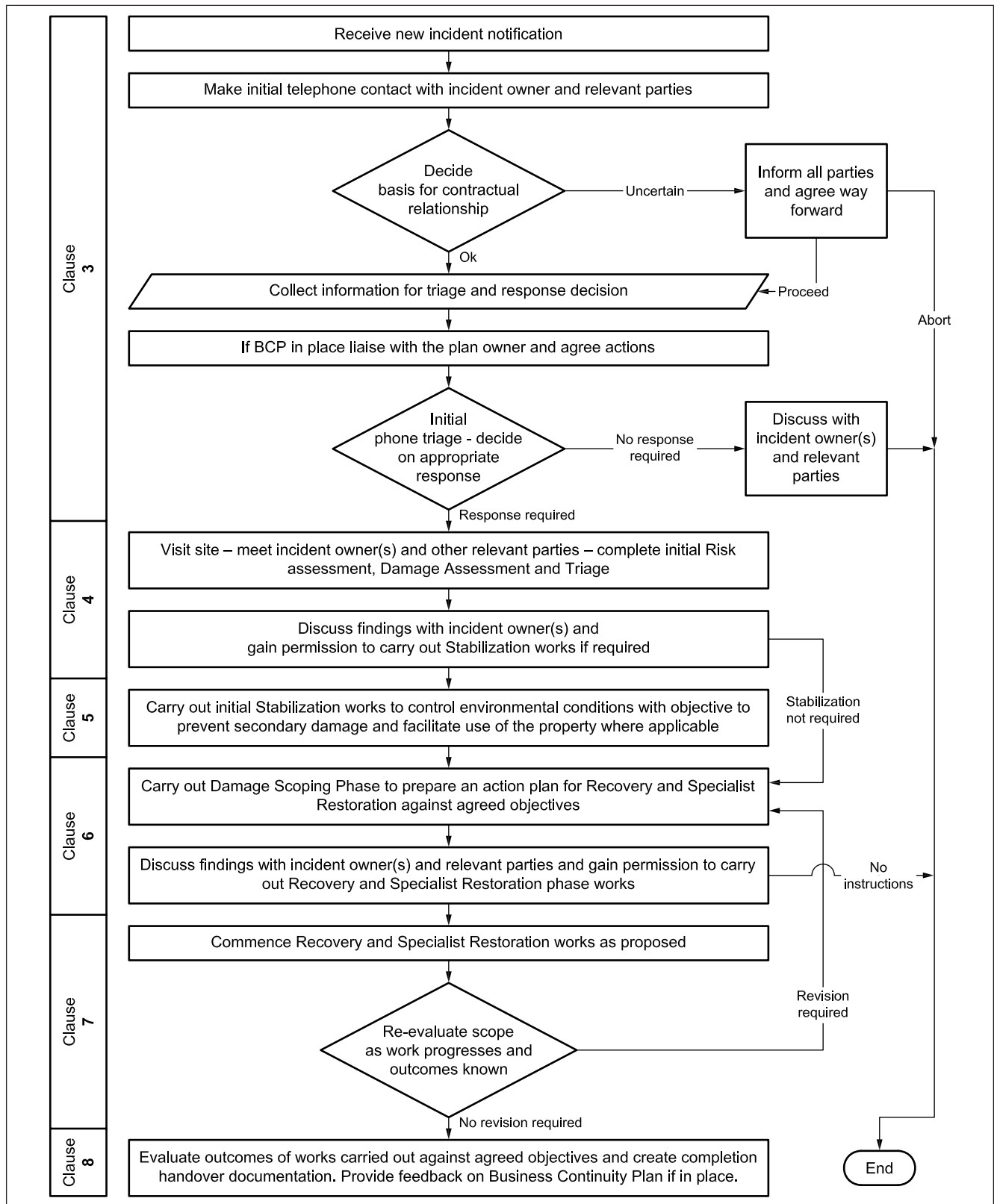
This standard encompasses the relevant information and current generic best practice in a format that is transparent, accessible and supports the consistent and systematic management of post-incident activities.

0.2 Damage management

Damage management encompasses the activities undertaken to assess and manage damage to properties and contents following an incident or peril in order to mitigate, stabilize, remediate, recover and restore said properties and contents to their pre-incident condition, up to the point of reinstatement works if these are required.

Professional damage management practitioners are expected to have the knowledge and expertise to deliver these activities in accordance with current best practice and available technology, aiming to provide solutions that are cost effective for the incident owner and restore normality for the affected parties. Damage management might be referred to alternatively by some sectors as damage restoration/disaster restoration (DR) or recovery and restoration (R&R).

Figure 1 Overview of generic incident stages (flowchart)



1 Scope

This British Standard gives recommendations for the organization and management of assessment, stabilization, mitigation and restoration of properties, contents, facilities and assets following incident damage.

This standard is intended to provide recommendations to individual damage management practitioners and organizations involved in carrying out damage management. It is applicable to domestic, commercial and public buildings.

NOTE This standard might be of interest to property owners, their insurers and their respective agents; risk and business continuity managers and other interested parties identified in 0.1.

2 Terms, definitions and abbreviations

2.1 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

2.1.1 asbestos register

pre-existing document that contains information about asbestos containing materials that have been identified within a building

2.1.2 beyond economic restoration

category or item that is considered not able to be restored cost effectively when compared to the insurer's liability or the full replacement cost

2.1.3 completion

point at which agreed outcomes have been achieved

2.1.4 contractual relationship

basis on which the damage management company or the damage management practitioner (DMP) is employed and remunerated

2.1.5 customer

instructing party and/or the owner(s), occupier(s) or managing agent of the property (buildings and/or contents)

2.1.6 damage management

management of damage to properties and contents resulting from an incident or peril

NOTE Referred to by some sectors as damage restoration/disaster restoration (DR), or recovery and restoration (R&R).

2.1.7 damage management practitioner

individual carrying out damage management activity

2.1.8 environmental stabilization

to bring environmental conditions under control so that secondary damage is avoided or reduced, and that environmental conditions are suitable to return normal use to the property

2.1.9 handover

returning the property or part of the property and/or content items to an authorized third party

NOTE This could be the incident owner or it could be other parties contracted to carry out further work such as reinstatement.