

**ServiceMaster Clean On-Location**  
**Accredited Services – Insurance Work Processes**

**Procedure: ASIN30-01- SM & FM Furniture Restoration SLA's**

**Objectives:**

- **Service Level Agreements (SLA's) – in bold below**
- To maximise restoration savings for our National Accounts
- To provide clarity of expectation for managing furniture restoration
- To increase furniture restoration opportunities for Furniture Medic

**Advice/Notes:**

ServiceMaster Clean businesses **must** refer all furniture affected in water, fire or smoke damage claims to a Furniture Medic business (or a sub-contracted Furniture Restorer where no Furniture Medic operates).

The speed of appointment and response are vital to maximise the success & as a result being able to demonstrate greater restoration savings for the National Account.

Whilst the Furniture Medic is acting as a sub-contractor it is possible that their work may be legitimately carried out under Delegated Authority for the Insurer – this enables the SM & FM businesses to make quick decisions on uplift of items for economical restoration (without delays for approval of quotes).

**Procedure:**

- ServiceMaster Clean (as First Responder on water, fire & smoke damage claims):
  1. ServiceMaster Technician identifies that furniture has been affected in the incident.

*NB: If there is any doubt about possible affect then contact the Furniture Medic to discuss further.*
  2. ServiceMaster Service Centre requests Furniture Medic to evaluate the furniture affected in the incident. A record of this must be made in SAMS history.

The ServiceMaster Service Centre confirms basis of Furniture Medic attendance:-

- a) Attend, evaluate for economical restoration, immediate uplift of restorable items – quote to follow.
- b) Attend, evaluate for economical restoration & submit quote.

**SMC SLA: Request FM visit from site on initial visit maximum within 24 working hours of first visit.**

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- Furniture Medic (acting as Sub-Contractor to ServiceMaster Clean Service Centre):
3. Furniture Medic Service Centre visits risk address to confirm restoration opportunity.

**FM SLA: Within 48 hours of being contacted by the ServiceMaster Service Centre.**

4. If economical restoration is possible Furniture Medic responds in accordance with request of ServiceMaster Service Centre :
  - a) Immediate uplift of restorable items – quote to follow.
  - b) Quote for restoration.

Furniture Medic Service Centre also confirms items that are either BER or that need no restoration.

**FM SLA: Quote within 24 hours of visit to the Risk Address.**

- ServiceMaster Clean (as First Responder on water, fire & smoke damage claims):
5. ServiceMaster Service Centre receives Furniture Medic quotation:-
    - a) If the costs fall within the existing delegated authority on the claim – approval to proceed given.
    - b) If a quotation needs to be submitted (possibly with other costs) to the National Account in SAMS.

**SMC SLA: Within 24 working hours or receipt of quotation from FM.**

6. ServiceMaster Service Centre confirms with the Furniture Medic Service Centre that approval to restore has been given or if the quote has been rejected by the National Account.

**SMC SLA: Within 24 working hours of decision being made.**

- Furniture Medic (acting as Sub-Contractor to ServiceMaster Clean Service Centre):
7. Furniture Medic Service Centre agrees the target date for completion and return of items with the ServiceMaster Service Centre.

**FM SLA: Date agreed within 24 hours of confirmation of approval to proceed.**

**FM SLA: Items to be returned to within 21 days (where return of furniture to risk address is not restricted) or to agreed target return date.**

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- ServiceMaster Clean (as First Responder on water, fire & smoke damage claims):
- 8. ServiceMaster Service Centre keeps in regular contact with the Furniture Medic Service Centre, ensuring that target dates are achieved or modified in line with the Policyholders expectations.

The ServiceMaster business is responsible for the proactive management of the Furniture Medic (Furniture Restorer) in order to meet the Policyholders expectations.

Important Footnote – Responsibilities with the above claim process.

- ServiceMaster Clean franchisees:-  
Must ensure Furniture Restoration opportunities are referred to Furniture Medics.  
To pay Furniture Medics invoices in line with their payment of the invoice in SAMS.
- Furniture Medic franchisees:-  
Must ensure they work with the ServiceMaster franchisees to deliver the best service & outcomes for the Insurer, Policyholder and the ServiceMaster franchise.
- ServiceMaster Limited:  
To maximise furniture restoration by working with both brands to ensure the delivery of cost effective restoration opportunities from which both brands benefit.

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