

Cotton's expertise brings order to flood-stricken Australian distribution center

Background

Weeks of torrential rain in eastern Australia brought devastating floods to the southeastern state of Victoria, which experienced its highest January rainfall on record. The drenching continued into February as a tropical cyclone brought



still more precipitation. Rivers burst their banks and flash floods deposited mud and debris over a wide area as well as causing landslides and damage to roads, homes, commercial property and infrastructure.

Challenges

Cotton's global arm, Cotton International Inc., was hired by a international client whose distribution center was inundated with flood water. In addition to cleaning the facility, the client required that all items stored there - nearly 20,000 cases of products - be inventoried for insurance purposes and to rule out any possibility of future liability. Inventory items classified as salvageable would be destined for recycling, while unsalvageable items would be shredded and sent to a landfill. Local firms were initially called in to clean the facility and document the inventory, but Cotton was hired after it became clear that the complicated nature and extent of the job required the expertise of a specialist disaster recovery company. Further complicating the inventory process, was the degraded condition of some of the boxes; the fact that different items were packaged together and had to be inventoried separately; and the need to record and transfer nearly 900 pallets of boxed items to temporary storage facilities.



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Solutions

Cotton's team began work on the project in February, and the company's project managers were reassured to find that the indigenous crews with whom they would work were well-trained and equipment was easily accessible and well-maintained. Working closely with the client, Cotton inventoried all the items, boxed and numbered them, and moved them on pallets to one of two interim storage facilities where they remained until the go-ahead was given for them to be recycled or destroyed. All work was verified by the client.

Proven Experience, Powerful Results

Thanks to Cotton's disaster-recovery expertise and proven ability to accurately process large volumes of items, all of the inventory was efficiently removed, documented and classified in line with the client's wishes. All tasks were completed in a manner that minimized business disruption and all affected areas were cleaned to the client's specifications.



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"This was a multi-phased project requiring close consultation with the client at various stages throughout the process. We successfully handled all aspects of the job, and achieved an outcome that not only met all the customer's needs but also exceeded expectations."

Pete Bell
CEO

