

# Processing plant is construction-ready 30 days after record floods ...thanks to Cotton's expertise in loss mitigation

## Background

Record flooding of the Cedar River and mandatory evacuations forced Penford Products to temporarily close its 27-acre Cedar Rapids, Iowa plant. The 100 year old plant produces starch and ethanol products from corn. Raw material processing – closest to the river – was under approximately 14 feet of water.



Intermediate and finished product processing – farther from the river - was under about six feet of water. Even research and administrative buildings – farthest from the river – didn't escape as they took in roughly one foot of water.



## Challenges

With its plant under water and flood debris from other locales among the ruins, how would Penford coordinate its massive loss? How would the plant resume operations with older manufacturing parts no longer produced? Despite an array of insurance policies, Cotton, plus nine local vendors on site, Penford needed a coordinated recovery effort to mitigate its loss.



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## Solutions

What began as Cotton and nine local vendors each working independently, quickly turned into Cotton serving as the backbone of the recovery and restoration. Cotton's highly-skilled personnel, state-of-the-art equipment and years of operational experience helped Penford mitigate its loss. Cotton divided the plant into three zones, based on damage, and allocated resources according to insurance coverage. Cotton used the nine local vendors, its own 300-member team, and Penford employees to quickly make the plant construction-ready.

After complying with Hazmat regulations, extracting water from the plant and, making sure the area was safe – always ongoing – Cotton's rapid response included:

- Documenting losses via written inventory and photos, thus enabling Penford to submit very detailed insurance claims
- Assessing and dividing plant equipment into "salvageable/clean" and "non-salvageable/replace" categories, with ordering timelines to ensure prompt receipt of replacement parts
- Detailed cleaning of salvageable equipment and showing Penford employees how to replicate the work
- Restoring electrical power systems to provide water and power
- Serving as liaison between Penford and its insurance company to develop the best recovery plan based on coverage
- Assisting Penford with FEMA paperwork so the company could apply for damages

## Proven Experience, Powerful Results

Cotton quickly proved why it is a world leader in disaster recovery and restoration. Years of experience enabled Cotton managers to recommend ways that Penford could restore equipment faster and at a lower cost than replacing it. As a result, intricate parts of the plant were construction-ready within 30 days. In addition, Cotton provided detailed accounting and backup processes and daily status meetings to assist Penford in insurance recovery.



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*"When disaster strikes, one must be able to strike back with the needed resources to mitigate the loss and restore the future of the business. The Cotton team, with its highly-skilled professionals, provided our company with focus and a plan. They concentrated on documentation recovery, plant utilities and infrastructure. Cotton's sheer ability to flex resources from one area of the disaster to another on a daily, and even hourly, basis reaped monumental benefits to Penford's rapid recovery. The Cotton team was there working with us every step of the way."*

**William Clark**

*Operations Manager  
Penford Products Co.*

