

## Position Statement

# JOB LIMITATIONS: SCOPE OF WORKS, PROCEDURES AND RESOURCES

## Issue

A number of restorers are being asked by their job providers to carry out remediation and restoration work with scope of works, procedures and resources which they do not think result in the proper remediation or restoration required for a job.

This includes, but is not limited to, dictating how remediation or restoration tasks are to be done, limiting the scope of work required for a job and limiting the amount of drying equipment used on a job.

In many cases, this has resulted in incomplete and inadequate work being carried out for the customer, unresolved issues and chances of further issues occurring for the customer.

## Peer-Reviewed Position Statement

Qualified restorers should be allowed to perform all the works necessary, in the fashion required, in order to provide the standard of care, professional and ethical service required for a customer, their property and the insurance company.

Restorers should not be asked to perform work that would compromise on the above as it can lead to incomplete, inadequate work for the customer; leaving the customer serviced incorrectly, with unresolved issues and the job provider liable for any adverse consequences resulting from this.

The scope of work, procedures and resources required for a job should be determined by a qualified restorer after an initial inspection of the property has been carried out.

Where a deviation from industry standards is required, the restorer should document the reasons that led to the decision.

Restorers can offer a full scope of work that outlines what is required for a job. The full scope may or may not be covered by the insurance policy/policies in place, however the customer and the insurer's agent should review the full scope then, with the restorer, determine the best course of action moving forward for the customer, their property and the insurance company.

When there is more than one business entity involved in a job, the parties should work together to determine the best course of action required for all materially interested parties without compromising on the standard of care, professional and ethical service required for a customer, their property and the insurance company.

The above would also apply when a restorer, after their initial inspection, has determined that the work instructions in the original work order for the incident is not sufficient to address the degree of damages found during their initial inspection.

Restorers should not abuse their position of trust and carry out work or use an excess amount of resources when they know it is not required or pertaining to the incident.

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All references made to industry standards in this position statement refer to the IICRC Standards (Standards). The Standards, including their disclaimers should be consulted in full before any formal assessments are made concerning restorers' actions, decisions and work. Restorers who are unfamiliar with the Standards should consult the Standards in full before any use of this material. Information pertaining to the Standards is available via the official IICRC website, [www.iicrc.org](http://www.iicrc.org).

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