# Commercial Restoration Response: The First 24 Hours Triage, SLAs & Emergency Protocols

Canonical Web Version: https://restorationintel.com/emergency-restoration-response-first-24-hours-protocol/

**Direct Answer:** An emergency response time SLA is elapsed time from qualified notification to crew on-site with the right capability — not time-to-answer the phone and not time-to-invoice. Field-tested dispatch triage scripts, SLA clock logs, and emergency mitigation protocols built directly from this first-24-hour response guide.

## Field Benchmark & Decision Matrix

| Operational Stage | Field Focus in This Guide | Documentation Requirement | Verification Gate |
|---|---|---|---|
| 1. Working on-site targets (confirm against | An emergency response time SLA is elapsed time from qualified notification to crew. | Timestamped photos, measurements & scope notes | Cross-check against primary standard prior to submission |
| 2. Commercial Emergency Services Agreement | Field-tested dispatch triage scripts, SLA clock logs, and emergency mitigation. | Timestamped photos, measurements & scope notes | Cross-check against primary standard prior to submission |
| 3. The Dispatch Sequence: From First Call to | 2-page field quick card: the dispatch-to-mitigation clock sequence, working on-site. | Timestamped photos, measurements & scope notes | Cross-check against primary standard prior to submission |
| 4. On-Site Safety Assessment: Before Any | 6-page printable/fillable working forms: 9-point dispatch triage script, SLA clock. | Timestamped photos, measurements & scope notes | Cross-check against primary standard prior to submission |

## Practitioner Operational Takeaways

• Confirm scope boundaries and loss classification for: Commercial Restoration Response: The First 24 Hours Triage, SLAs &.

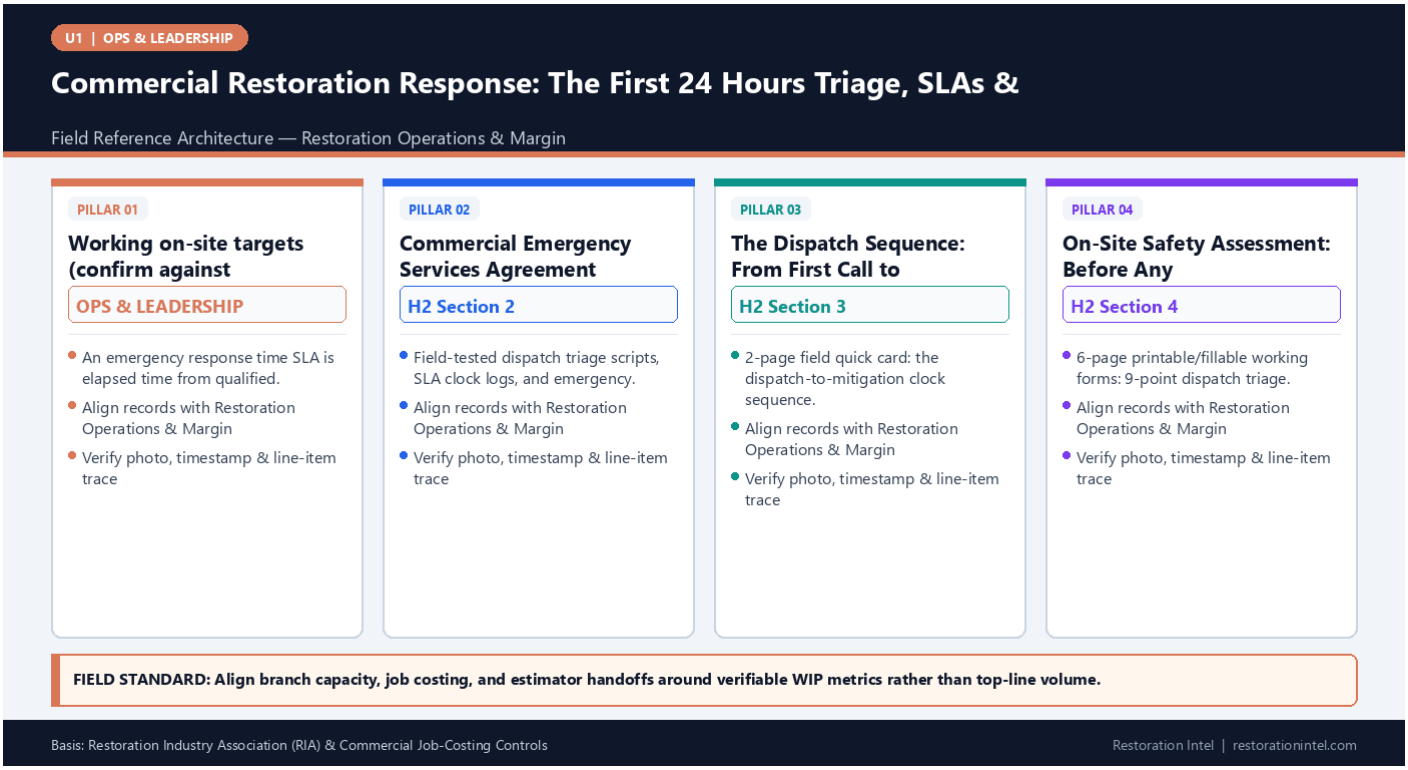
• Capture timestamped field photos, measurements, and serial/assembly notes before mobilization or tear-out.

• Tie every line item or operational recommendation to primary references (Restoration Industry Association (RIA), OSHA 1910.132 Personal Protective Equipment Standard).

• Verify internal cross-links and preserve all customer intake/compliance forms intact on the canonical page.

• Export and attach the Print-First PDF field brief and verify the sibling Markdown twin (.md) resolves HTTP 200.

## Visual Workflow & Benchmark Summary




## Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/emergency-restoration-response-first-24-hours-protocol.md
- **Restoration Industry Association (RIA):** https://www.restorationindustry.org/
- **OSHA 1910.132 Personal Protective Equipment Standard:** https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.132
- **Verisk Xactimate Estimating Platform:** https://www.verisk.com/products/xactimate/