

# *COVID-19 Documentation Best Practices*

*for potential recovery through governmental action, contractual terms or insurance*

In the rapidly evolving coronavirus (COVID-19) situation, CSDZ is recommending contractors take prudent measures to document for future potential recoveries. These potential recoveries could vary widely for companies based on federal or state legislative action (or inaction), upstream and downstream contractual language, or insurance policy terms and conditions. Regardless, in a crisis like this, contractors who take care to document the impact of this unprecedented situation will be able to capitalize upon these recoveries if available.

**Establish Separate Job Codes:** Like a traditional Builders Risk claim, establishing a separate (or sub-) code to the project will allow you a mechanism to accurately account for costs incurred because of the pandemic. Contractors should consider the best date to begin tracking the impact of the pandemic, which could be the date a local, state or national emergency was declared, or it could be some other date when the project first was impacted by the COVID-19 pandemic.

**Track Hours:** It is highly likely that the executive team, project management teams and other support personnel have dedicated vast amounts of time to address the challenges of the COVID-19 pandemic. Accurately tracking of these hours could create recovery opportunities.

**Productivity Rates:** With the additional health and safety precautions, potential disengagement of employees, and other factors, it is highly likely that productivity rates in the field will be reduced. To the extent that these can be documented and measured, contractors may be able to use for recovery opportunities.

**Notices:** Proper documentation of notices or communications from governmental agencies, project owners or others that impact a project's ability to proceed should be catalogued to provide for accurate timelines. In addition, if any communications from relevant parties are received through a phone or in-person conversation, written confirmation is highly recommended.

**Project Status:** Through accurate percent complete accounting practices and through visual documentation (i.e. photographs & videos), the current state of all projects should be captured. This information can serve as a basis to make a potential recovery, as well as to document for any first party property damage claims (such as theft or vandalism) that occur during a delay.

