

Emergency Cleaning Response

How to plan for flood, storm, contamination, spill and after-hours cleaning events.

Planning before the emergency happens

Emergency events don't wait for business hours. Having a response plan in place before an incident occurs reduces damage, downtime and disruption to your site.

Key Considerations

01

Water & Flood Damage

Fast response limits the spread of water damage and reduces mould risk.

- Water extraction and drying equipment coordination
- Moisture assessment of affected materials
- Staged drying and cleaning through to full restoration

02

Storm Events

Storm damage often combines water, debris and safety hazards.

- Debris clearance and immediate safety assessment
- Water ingress management and drying
- Coordination with trades where structural repair is needed

03

Contamination & Biohazard

These situations require careful, compliant handling — not standard cleaning methods.

- Appropriate PPE and containment procedures
- Correct disposal of contaminated materials
- Documentation to support insurance or compliance requirements

04

Fire & Smoke Events

Soot and smoke residue affects surfaces beyond the immediate fire area.

- Assessment of smoke and soot spread through the site
- Odour treatment alongside surface cleaning

- Staged cleaning as affected areas are cleared for access

05

After-Hours & Rapid Response

The value of an emergency plan is largely in how fast it can be activated.

- A single contact point for urgent call-outs
- Response available outside standard business hours
- Clear communication on arrival time and next steps

Response by Event Type

A general guide to first steps — always follow your site's own emergency and safety procedures first.

Event	Immediate Priority
Flood / Water Damage	Stop the water source if safe, begin extraction and drying as soon as possible.
Storm Damage	Assess safety hazards first, then clear debris and manage water ingress.
Fire / Smoke	Wait for clearance from emergency services before starting any clean-up.
Contamination	Contain the area and avoid contact until appropriate PPE and procedures are in place.
Odour Events	Identify the source where possible before starting treatment.

Not sure where to start?

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Master Clean provides rapid response support for water, flood, storm, contamination, odour, mould and fire-related events, 24/7 across Melbourne and Victoria.

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