



# YOUR GLOBAL PARTNER IN DISASTER RECOVERY



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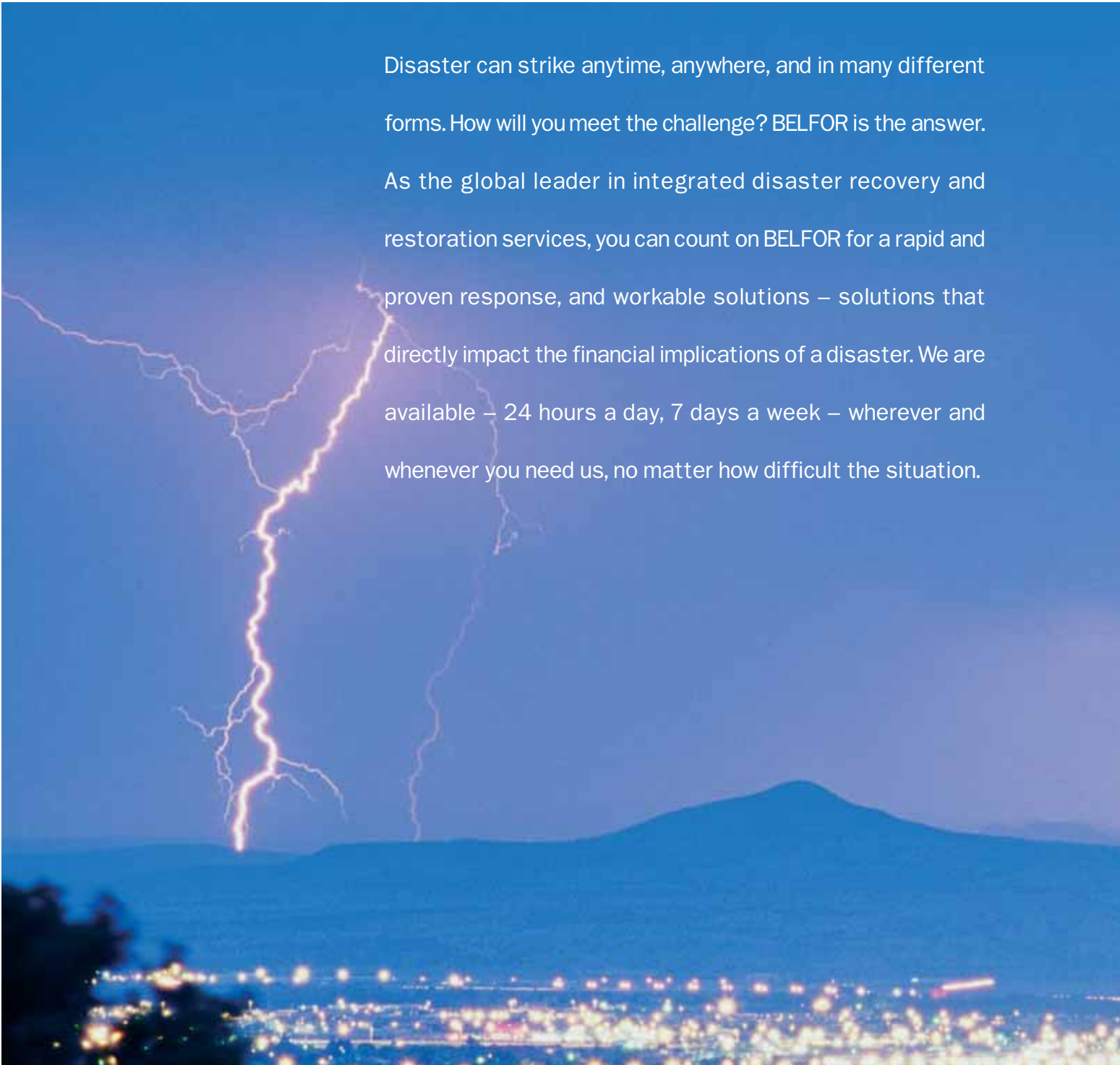
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## STAY CALM

Disaster can strike anytime, anywhere, and in many different forms. How will you meet the challenge? BELFOR is the answer. As the global leader in integrated disaster recovery and restoration services, you can count on BELFOR for a rapid and proven response, and workable solutions – solutions that directly impact the financial implications of a disaster. We are available – 24 hours a day, 7 days a week – wherever and whenever you need us, no matter how difficult the situation.



Recovery

Reinstatement

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- Ready for Service–
- Single Source Solution–
- Structure and Property Restoration–
- Structural Dehumidification–
- Contents Restoration–
- Machinery and Equipment Refurbishment–
- Electronics Restoration–
- Document and Data Recovery–
- Mould Remediation–
- Major Loss Team–
- Technical Expertise–
- Business Continuity Services–

BELFOR Emergency Response Programme: RED ALERT–

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# RESPONSE IS EVERYTHING



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### **When you need us. Where you need us.**

The moment disaster strikes the clock is ticking. Having the right response team can mean the difference between recovery and failure. In the midst of chaos, you need proven expertise to put your business operations back on track.

Following a disaster, response is everything. With more than 150 offices throughout the world in 25 countries and 3,000 dedicated employees, no one responds more quickly or more effectively than BELFOR. Our ability to provide the right resources at any time of day or night gives you an advantage when you need to recover. This refers to damage in apartments, small and medium-sized production facilities, industrial plants, buildings, ships, hotels, as well as large-scale losses after fires of any kind, floods or storm damage.

Being on site quickly allows us to assess the situation and prioritise and implement responsible and effective mitigation procedures. Health and safety issues are our first consideration. The ability to quickly secure property, erect safety barriers or initiate emergency structural repairs to allow further aspects of the response plan is essential for limiting the damage. Mitigating damage to critical operational systems, computers, electronics, vital records, valuable contents, machinery, stock and property is time-critical and directly impacts the financial loss of any business. BELFOR has the in-house expertise, equipment and technology to immediately address and implement the best response procedure for every situation.



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## SINGLE SOURCE SOLUTION

BELFOR provides the highest quality and most comprehensive restoration services in response to natural and man-made disasters and incidents involving technical failure. By maintaining effective, full-service offices across the world, we can immediately draw from a diverse range of in-house experts, capabilities and technologies, utilising our resources to complete your recovery, no matter how large or small.

The pathway from disaster to recovery involves many important decisions that need to be considered carefully and implemented correctly to avoid unnecessary detours. With our understanding of restoration and reconstruction we know that one decision often impacts many others, and must be considered from an overall view of the project. Even a stand-alone service that may appear at first to present considerable benefits may not be the best solution in the complete recovery process. Only with a unique understanding of complex losses as well as the total restoration process, can the very best solution be realised.

BELFOR is the leader in professional service delivery and project management accountability, providing assurance to all parties of the most direct route to completely satisfactory project performance. We weigh up the benefits and costs of current technologies and procedures to determine the quickest and most cost-effective method of quality restoration and reconstruction. We then implement procedures with the utmost precision and care. Around the world BELFOR turns chaos into orderly recovery and ensures continuity of operations. With a proven track record of service, integrity and success you can count on BELFOR.

As a BELFOR customer, you will deal with the most experienced, single-source service provider in the industry. We deliver a comprehensive range of services, combined to produce a bespoke solution to ensure your recovery is as fast and efficient as possible.

### Access to resources worldwide

There are few experts in the world with outstanding know-how in the restoration business. Fortunately we employ most of them. Our specialised Technical Support Division ensures our worldwide leadership in industry technologies, restorative treatments and applications.

Know-how means gathering all the valuable experiences of highly trained experts from a host of disciplines:

- Document technicians
- Mould experts
- Chemical scientists and engineers
- Engineers for machines, electronics and structures
- Accredited technicians for drying technology and measurement
- Accredited engineers for asbestos removal
- Environmental scientists
- Accredited contingency planners
- Experienced restoration practitioners for seminars and training

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## THE WHOLE IS GREATER THAN THE SUM OF ITS PARTS



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# STRUCTURE AND PROPERTY RESTORATION

Following a fire, flood or contamination incident, the immediate effects on a building are often clearly visible. However the hidden damages which can lead to long term risks and defects are not always so obvious.

Contamination can be a serious hazard, and BELFOR will fully investigate the extent of this by undertaking swab samples to analyse and profile the extent of the contamination. Detailed site evaluations, reports, specialist advice and recommendations to enable appropriate and rapid decisions are also undertaken straight away. The latest restoration techniques for drying, decontamination and deodorisation are then deployed to ensure that the structure and environment are returned to a condition for safe occupation in the shortest possible time.

Whether the property owner has a preferred or in-house contractor, or the building is still under construction, BELFOR works closely with the main contractor providing clear, concise technical advice and restoration expertise to assist the recovery.

BELFOR is fully conversant with construction regulations in each country and, in all instances, provides a dedicated project manager as the single point of contact for the property owner, loss adjuster and insurer. Risk assessments and methodologies are also produced for each project, ensuring that the correct health and safety procedures are always adhered to.





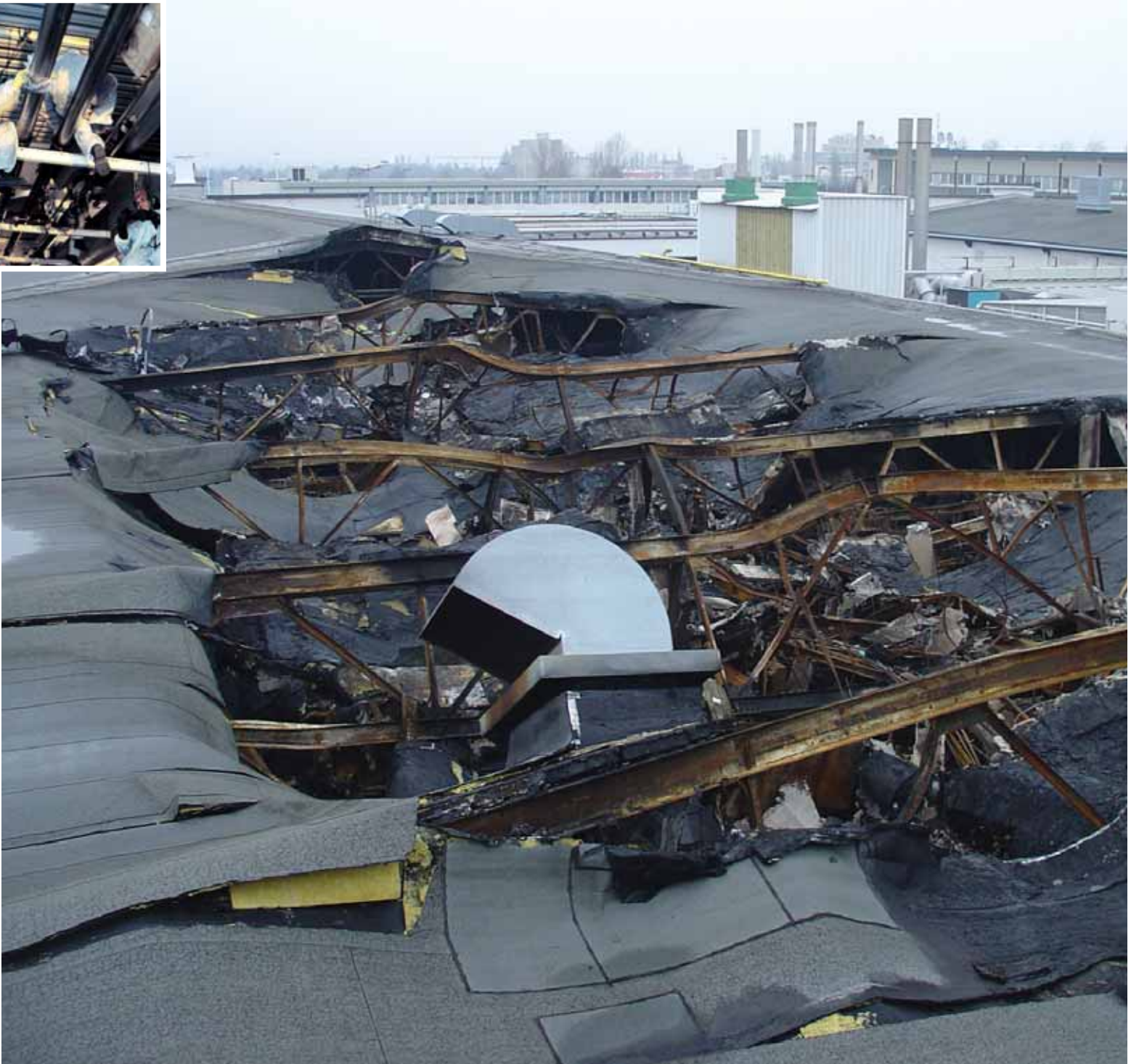
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## STRUCTURAL DEHUMIDIFICATION



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### **The science of drying**

Damage mitigation is directly correlated to response time and the utilisation of effective restoration techniques. BELFOR is therefore prepared to respond to a loss site in the shortest possible time.

BELFOR's dehumidification capacity is among the best in the world. From depots and offices throughout the world, we respond quickly and implement solutions – with the most up-to-date technology available. Time is critical and environmental control can make the crucial difference in saving valuable machinery, electronics and stock from the effects of corrosion.

BELFOR understands the critical differences between effective restoration and time-sensitive reconstruction techniques. We present a common-sense approach and practical solutions to address your priorities.





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## CONTENTS RESTORATION

BELFOR specialises in the detailed cleaning of all contents. Each single item, from a valuable piece of furniture to the equipment of a whole office, needs proper individual assessment and restorative treatment before it can be returned to use.

BELFOR only recommends procedures which further our goal of restoring your operations cost-effectively and efficiently. Our research and development team creates professional cleaning agents and protocols to ensure restoration success. BELFOR invests heavily in new technology, for example restorative air washing, which removes all particles from contents that are usually difficult to restore.



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# MACHINERY AND EQUIPMENT REFURBISHMENT



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Following a fire, flood or other form of contamination, manufacturing equipment, machinery, mechanical parts and work in progress can suffer irreparable damage from corrosion, abrasion or seizure. Immediate stabilisation can be accomplished by protecting affected surfaces and through effective environmental control that can often alleviate the costs and time involved in acquiring replacement items.

Not only can restoration achieve considerable financial savings – up to 90% compared to the replacement cost – but more importantly it is the quickest way of ensuring the speedy resumption of business and the retention of key customers.

Important manufacturing items such as key tooling, injection moulds, testing facilities and even work in progress may take months to replace even if the current drawings are available. Restoration offers a valuable, cost-effective solution to this problem.

Where lengthy replacement lead times are involved, interim decontamination and restoration can allow manufacturing operations to continue while replacements are obtained, even though long-term reliability cannot be guaranteed.

Our trained technicians work with equipment manufacturers and the client's own staff to ensure total confidence is maintained throughout the recovery process. And, when machinery requires repair or remanufacture in addition to decontamination procedures, our BELFOR machinery specialists can provide the necessary expertise to complete total restoration and proper re-instatement of the machinery.

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## ELECTRONICS RESTORATION

Effective response is critical to the restoration of electrical equipment and power systems affected by fire, water and other contaminants.

Whilst electronic equipment, such as computers, is surprisingly resilient to even the worst forms of contamination, proper mitigation is required to prevent long-term damage and safeguard the equipment's future.

With over a quarter of a century of research, development and recovery experience in electronics restoration, BELFOR provides a total solution for a diverse range of items from desktop computers and servers to power station control systems and medical equipment as well as semiconductor plants.

Our highly skilled technical staff, working on-site or in our special technology centres, utilise the latest technology to ensure that inspection, decontamination and testing of all equipment is carried out to the highest standards. Our methods, which include the use of static dissipative workstations and flooring, specially developed chemical processes and ultrafast vacuum drying techniques, operate to approved quality systems. And, through close cooperation with manufacturers and service representatives throughout the restoration and certification process, we can safeguard maintenance and warranty agreements.





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# DOCUMENT AND DATA RECOVERY

BELFOR has the most sophisticated document recovery equipment of any restoration contractor in the industry. Whether you need vacuum freeze drying, thermal freeze drying, molecular sieve, microwave and irradiation technology or more standard forms of remediation such as low vapour-pressure dehumidification, BELFOR offers the most appropriate solution to fit your needs.

BELFOR's computerised inventory management system gives you rapid access to materials undergoing restoration. We are also experienced in the handling, packing and recording of valuable documents such as photographs, medical records and library material, to ensure that they are returned in the same order as when they were received for treatment. From an individual medical file to an entire library system, BELFOR is the leader in paper recovery.

With regard to electronic storage media, data loss may be caused by a virus, disk crash, back up failure, errors when upgrading or installing software, lack of maintenance, or simply by accident. In extreme situations, the storage unit may even have been submerged under water or rescued from a fire. Whatever your predicament, BELFOR has a solution. Experienced engineers are ready to help you 24/7, with optimal results at minimal risk.

## We offer restoration of:

■ audio tapes	■ microfiche
■ blueprints	■ microfilm
■ books	■ negatives
■ compact disks	■ paintings
■ data files	■ parchment
■ diskettes	■ photographs
■ documents	■ plans
■ drawings	■ slides
■ files	■ transparencies
■ film	■ vellum
■ laser disks	■ video tapes
■ library materials	■ vital records
■ magazines	■ whiteprints
■ magnetic media	■ X-rays
■ maps	





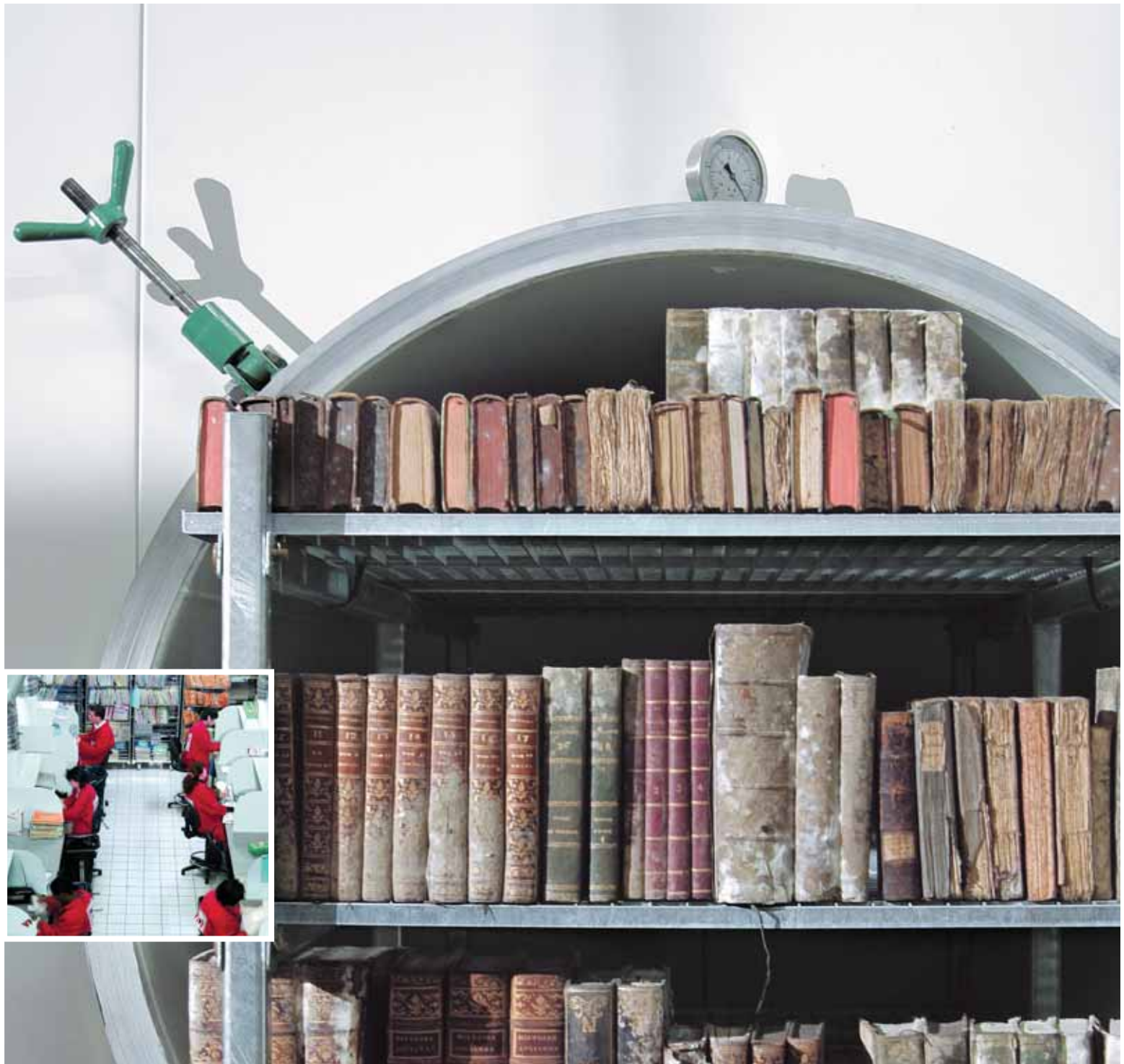
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# MOULD REMEDIATION



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BELFOR offers comprehensive mould abatement and remediation services. We offer common-sense approaches and solutions which deal with reality, not exaggerating the problem.

At BELFOR we have mould experts with many years of experience in the treatment of water and mould.

Our expertise is in demand throughout the world, and we have performed remediation work in schools, libraries, hospitals, nursing homes, apartment complexes, office buildings, technical plants, hotels and private homes, to name but a few.

BELFOR follows a set of protocols to ensure the return of infected areas to safe, healthy environments. You can count on BELFOR for the highest quality response and service in the industry.



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# MAJOR LOSS TEAM

## Operating throughout the world

BELFOR is the recognised expert when recovery and restoration following major fires, wide area floods or other catastrophic disasters is required quickly and efficiently. Damage to buildings, machinery, electronics, documents and data is assessed, mitigated and restored ensuring the requirements of all parties are met in full. Contamination assessments, incident reporting and photographs can be provided, to accelerate the claims process and sanction loss containment activity without delay.

Many of the larger adjusting companies have harnessed their expertise for commercial claims handling into specialist units which are able to tackle either catastrophic or more technically demanding claims with greater efficiency and speed. Against this background, BELFOR has also focused its skills and expertise for dealing with just these types of technical or major disaster and infrastructure recoveries by creating Major Loss Teams across the world. Teams dedicated to ensuring complex or catastrophic losses are mitigated, and that the recovery project is effectively managed, whilst guaranteeing efficient cost control.





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# TECHNICAL EXPERTISE



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We will get you back to business as fast and as cost effectively as possible. As the world's best resourced disaster recovery organisation, we provide you with comprehensive support, offering outstanding logistical skills, trained personnel and customised solutions for any kind of fire or water damage.

**Our Technical Support offers:**

- Training & development of staff.
- Audits, certification, quality assurance.
- Applied research and development of chemicals and restoration procedures.
- Latest technical information available on the BELFOR-intranet.

Our staff work on chemical and physical problems both at incident sites and in our own laboratories. We are also constantly developing new solutions. Our service combines a scientific base with extensive experience from damage situations.

We use the technical experience and capabilities of our well-equipped central laboratories for consistent development of our restoration technologies. Our standards in quality control and technical transparency match the requirements of even the most demanding of customers. Over many years this technical support has enabled us to continuously push the boundaries of restoration. Even in sensitive areas, like clean rooms in semiconductor factories, our technical support team provides the technical excellence which makes recoveries in this field possible.

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# BUSINESS CONTINUITY SERVICES

## Consultancy and training through experience

Disasters cost businesses money, so why incur extra costs by being unprepared? Companies with management foresight put procedures in place to survive such disasters, stay in the market and safeguard market share – taking advantage of the training and consultancy services provided by BELFOR.

## Consultancy designed to prepare your organisation

As the world's leading disaster management and planning company we bring you our practical experience of recovering thousands of homes and businesses each year, giving us a unique perspective on planning, surveying, and risk analysis in the real world.

## These consultancy services fall into the following categories:

- Advice on contingency measures relevant to your organisation.
- Preparation and practice of disaster emergency response plans.
- Emergency response, crisis control, disaster recovery and business continuity.

Through our mentoring services we will work with your company's management team to facilitate the assembly, auditing and testing of your plan. We will train your personnel who will be tasked with managing the recovery.

## Training designed to prepare your organisation

No plan or procedure is complete until the teams who must deliver the results are trained and competent in their actions. BELFOR's portfolio of training courses ensures that your key personnel are prepared to recover your business. Our unique, practical experience is available to you through training courses which cover recovery team preparedness, salvage, mitigation and fire awareness. All courses can be tailored to your personal requirements.



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# DISASTERS HAVE NO RESPECT FOR BUSINESSES LARGE OR SMALL



## **Business Continuity Exercising**

Business Continuity Plans can be progressively tested to confirm that maximum benefit will be achieved. The Methodology consists of the following phases:

**Phase 1:** Plan Audit - BELFOR will comment on the overall effectiveness of the plans and may suggest adjustments to the plans before any further test phases are commenced.

**Phase 2:** Plan Walk Through - This phase will increase the awareness of all participants as to their role. Test modules will be used to ensure a constant and structured approach.

**Phase 3:** Scenario Workshop - A test scenario is compiled based on realistic circumstances. The participants will be asked to invoke the plans and to perform their individual roles in order to recover from the predicament.

## **Familiarisation with client's facilities**

Specific attention is paid to the location and priority for salvage and restoration of equipment and documentation. The effects of smoke, fire or water are such that immediate action is usually essential including the freeze drying of critical documents. Significant factors are indicated with grid references on a site plan.

If your crisis management team is called into action, or if, for example, the fire brigade is required, this document and the information it contains can be a vital component aiding prompt decision-making towards a recovery programme.



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# WHEN THE WORST HAPPENS, IT PAYS TO BE PREPARED

## Your response is critical!

Your response and actions during the first 24 to 48 hours of a disaster may be critical in determining whether your business ever fully recovers.

Your recovery team has only one opportunity to get it right.

Do you want to leave this to chance or do you want the expertise and experience of the professionals at your side?

Effective pre and post-disaster planning and management have never been as important as they are today. Whatever the cause, damage from fire, flood and explosion is now an established risk to every business, and arson and vandalism are an ever growing menace.

## Our emergency response programme: RED ALERT

Our practical knowledge of disasters has been developed into an international priority response service.

With many years of experience in Disaster Recovery and Business Continuity, BELFOR can help you put procedures in place to ensure your business is operational again in the shortest possible time after an incident occurs.

Our RED ALERT programme, developed by the world's premier disaster recovery and damage limitation organisation, cannot prevent these emergencies from happening, but we can, and do, limit the financial and personal havoc they can cause.

This programme provides you with:

- Emergency service via a dedicated emergency phone number, at all hours of the day or night.
- Expert assistance in emergencies situations – from a major fire to area floodings.
- Rescue and protection of your assets the moment the RED ALERT team reaches the site.
- On the spot damage assessment.

The RED ALERT service is structured to work with your own emergency procedures, to provide total disaster management so that, when disaster does strike, everyone concerned is prepared for it and is operating in unison. This allows the RED ALERT three stage action plan to be initiated with the utmost speed and effectiveness:

- To make the premises safe and secure, prevent further damage and recover what is immediately salvageable.
- To assess the extent of the damage.
- To restore premises, equipment and business to full working order.

## A programme for recovery

In the majority of disasters, business interruption and consequential damage is far more serious than the purely physical losses. The loss of records, the disruption or cessation of business and the erosion of staff and customer confidence can be fatal. It is therefore crucial to re-establish your operational capability as quickly as possible.

To ensure recovery, it is vital that the right combination of specialised decontamination and technical resources should be deployed as soon as possible. We will stabilise the situation and mitigate losses to property, stocks, documentation and data, machinery, equipment and electronics, keeping damage to an absolute minimum.





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### **Response 24/7, 365 days a year**

Due to our worldwide presence in 25 countries, BELFOR's experts can be at the scene of an incident in most parts of the world within a very short space of time after the initial phone call. This unmatched speed of response is one of the programme's most important advantages, but by no means the only one.

### **A tiered service**

Our RED ALERT programme prepares you for any eventuality, so you are spared the time-consuming task of co-ordinating recovery and refurbishment after a disaster. This leaves you to concentrate on keeping your business in business. BELFOR has a level of service to meet the needs of all types and sizes of organisation, including an international response.

# ALWAYS AT YOUR SERVICE – WORLDWIDE



## Emergency Numbers (24/7)

Australia	+61 - 2 - 9748 - 1370
Austria	0800 - 22 22 22*
Belgium	0800 - 24 24 7*
Canada	888 - 432 - 1123*
Czech Republic	+420 - 602 - 380 959
France	+33 - 1 - 49 82 90 10
Germany	0180 - 12 34 56 6*
Hungary	06 - 80 - 630098*
Ireland	+353 - 1 - 835 3580
Israel	1 - 800 - 380 000*
Italy	800 - 82 01 89*
Japan	+81 - 90 - 7424 3401
Netherlands	0900 - 43214321*
Poland	0800 - BELFOR*
Portugal	+34 - 91 - 490 59 30
Singapore	+65 - 6848 - 1110
South Africa	+27 - 11 - 792 71 75
Spain	+34 - 91 - 490 59 30
Sweden	+46 - 70 - 313 53 70
Switzerland	+41 - 41 - 455 01 18
Taiwan	+886 - 2 - 2657 0456
Thailand	+66 - 2 - 369 2950
Turkey	+90 - 532 213 8083
United Kingdom	+44 - 1827 - 307630
USA	800 - 856 33 33*

\*only available from inside the country

For any country not listed here please contact  
the headquarters in Duisburg, Germany:  
[info@belfor.com](mailto:info@belfor.com)

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