



**LOSS EVENTS IN INDUSTRY AND COMMERCE
ARE AS VARIED AS OUR SERVICES**



**Expertise
from decades
of restoring
losses**

In major loss events:

The assurance that within hours decisions and actions are being taken competently – with BELFOR loss managers at your side!

Every company is at risk of suffering major losses and every loss has its own unique drama and dynamics. At BELFOR, your loss is in good hands, whether you are already familiar with BELFOR's range of flexible and unique services or whether you are contacting us due to an acute case.

“Much more than the norm – you need to be able to focus on your business.”

Elvir Kolak, CEO, BELFOR Europe

This brochure summarises what's important in processing a major loss event. Such losses can be especially complex, so you will benefit when practically every requirement is being met by one company. Complexity is then reduced, freeing your mind to focus on mitigating the damage to your business.

Our goal:

To minimise business interruptions to the maximum!

Interruptions to business operations and production downtimes bring the greatest risks, with wide-ranging consequences, including for supply chains. It is therefore vital to rapidly get buildings reusable, to immediately repair electronics and to quickly get machines and systems up and running again.



In-house teams: national – international

As an international market leader in damage restoration, we have specialised teams for major loss events, and our own national and international resources.



Expertise in buildings, technology and production

BELFOR has been providing unique expertise for decades, including for major loss events in any sector and industry. Working together hand in hand, e.g. in the manufacturing industry as well as complex machinery and plant, and in mechanical and robotic engineering.



Mobile resources – fast and efficient

State-of-the-art BELFOR articulated lorries for major loss events are quick to reach the scene and can be used as damage control centres with all the necessary infrastructure as well as material storage units. Specialised articulated lorries are also available for the mobile restoration of electronics.



Innovative processes

Time is money. We therefore use innovative processes such as the BELFOR 360 damage scan technology, shrink wrapping. The focus is on minimising business interruptions and providing transparency.



In-house technical support and training centres

We have Technical Competence Centers with laboratories and research facilities to analyse requirements and develop solutions. We also have a Campus for standardised European education and training.



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How do we respond to emergencies? Situation-based solutions!

It is in the DNA of our major-loss management teams to find solutions according to the specific needs of a situation. This approach is based on systematic workflows and IT-supported, process-oriented working methods. You benefit from decision-making according to the specific needs of a situation using an established, reliable and transparent approach.

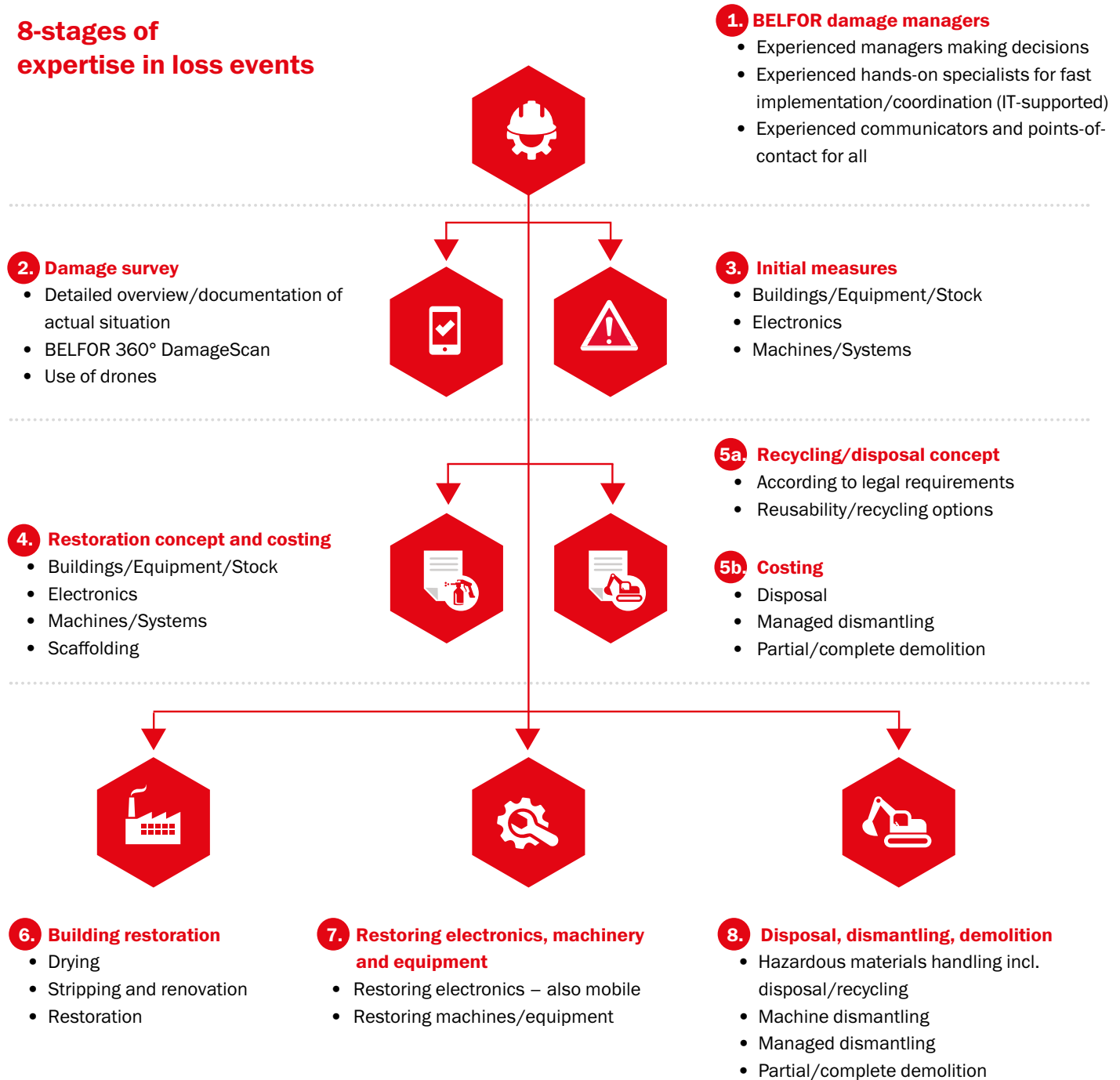
A systematic approach at BELFOR means using established procedures and having all BELFOR team members in the right place at the right time and knowing exactly what needs to be done. The measures and procedures applied depends on the specific damage incurred and your company's priorities. BELFOR has a wide range of services to be able provide the right solution for any type of major loss.



BELFOR plus point:

Established procedures and situation-based solutions – we give you both!

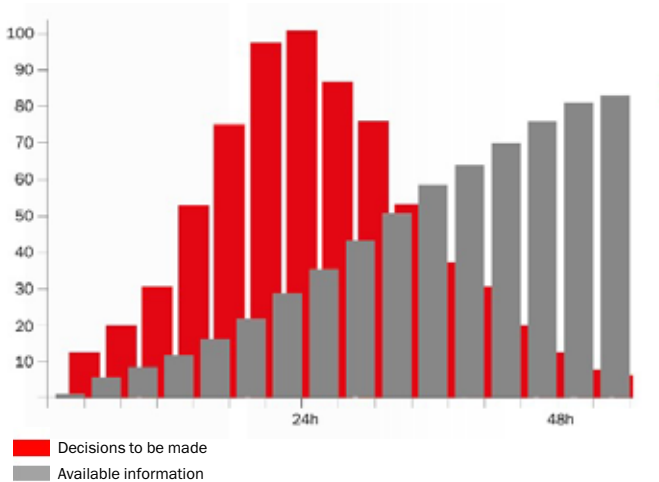
8-stages of expertise in loss events



The crucial first 24 hours!

Typical damage development

Time from damage occurrence



BELFOR damage managers

In the event of a major loss, whether in production facilities, warehouses or offices, BELFOR managers instantly have things under control. They quickly gain an overview of a situation and document the actual conditions. They have years of experience, so they know the options and can quickly make the right decisions. They prioritise and manage courses of action and use their technical expertise to ensure rapid implementation. In the process, they use BELFOR's digitalised processes and extensive equipment resources.

BELFOR damage managers are familiar with your specific industry, as well as with all the relevant safety risks and regulations. They prepare detailed restoration and cost plans and also act as points of contact for all parties involved in the damage incident.

These include:

- Affected parties and policyholders
- Loss adjusters and regulators
- Agents
- Appraisers and surveyors
- Manufacturers and suppliers
- Authority representatives

With their hands-on expertise, they ensure that all specialists and craft trades work together through each stage towards achieving a situation-based solution.





Initial measures

By applying initial stabilising measures, we ensure that your affected equipment, buildings and electronic systems are not damaged further by contamination, corrosion or other environmental influences and disruptions to business operations are minimised.

Buildings/Equipment/Stock

The BELFOR team begin securing the damage site and clearing up as soon as they are on site. Initial measures are taken such as mechanical removal of standing water off standing (extinguishing) water and removing fire debris for subsequent proper disposal. Operational equipment, supplies and documents are salvaged, inventoried and temporarily stored if necessary.

Electronics

Electronic equipment is particularly sensitive. As part of initial measure, we reduce relative humidity to 40% to prevent damage from becoming worse. Affected electronics are registered and secured. Special BELFOR articulated lorries with mobile immersion tanks are available for rapid decontamination.

Machines/Equipment

Initial measures are particularly important to protect machinery and equipment. Corrosive deposits (hydrochloric acid condensate) can cause massive damage to metal surfaces within a very short time. It is therefore vital to prevent corrosion from quickly progressing by reducing relative air humidity. To assess contamination on metallic surfaces, swab samples are taken and analysed in our in-house laboratories. If your machinery and equipment needs to be immediately relocated, BELFOR supports you with the relevant specialists for dismantling and reassembly.

BELFOR plus point:



On-site mobile restoration of electronics – can any other specialist restoration company provide you with this service?

Good to have BELFOR at your side!

Fast restoration and costing planning – fast implementation



Restoration concept and costing

While protection and initial measures are underway, information will be gathered to quickly provide quotations for restoration. Within 24 – 48 hours, we will have provided individualised restoration plans which also take cost-benefit aspects into account. This is important because our experience shows that the earlier decisions can be made, the lower the overall damage.

BELFOR plus point:



Only at BELFOR will you find so many different experts working hand in hand under one roof – from building and machinery experts through to restoration-chemicals specialists.



Recycling and disposal concept/ Costing

At BELFOR, we act according to the maxim: restoration rather than demolition. Fire damage may, however, leave nothing to be restored, requiring complete demolition or at least managed dismantling of some or all office buildings or production facilities. We also provide quick cost quotations for such services. Our core services include dismantling, demolition and gutting of buildings as well as expert analysis, separation, removal and disposal of hazardous materials and, where possible, sustainable recycling. Services such as machine dismantling for refurbishment or disposal are also available.





Building restoration

To enable quick resumption of operations after a major event, we begin refurbishing your buildings as soon as the restoration and cost plans have been approved.

Drying

In fires, damage is often caused not just by the fire, but also by the water used to extinguish it. Extinguishing water is usually used in large quantities and at high pressure, so the impact can be serious: from sodden floors and dripping ceilings to building materials quickly becoming mouldy. Speed is also of the essence here. BELFOR will therefore install state-of-the-art, energy-efficient drying equipment as soon as possible.

Operating equipment, documents and stock

After a major loss event, it is important to remove not only the obvious but also the hidden damage, such as harmless-looking soot deposits. Extinguishing water can also cause damage – for example, drenching important documents. For drying these, we use state-of-the-art vacuum freeze-drying processes.

Restoration

Buildings can only be used again after restoring roofs, windows, walls and floors. To ensure that no time is lost, BELFOR can immediately deploy its own in-house craft trade specialists or undertake the management of external craft trades.

Time-saving, innovative processes

To speed up restoration, we use shrink wrapping, for example, to temporarily secure the building shell with a strong plastic film or to create an airtight seal around sensitive production areas. To quickly decontaminate soot-affected surfaces after fire damage, we use the BELFOR Soot-Removal-Film (SRF) process. This is a good option to reduce interruptions to operations.

Scaffolding

Our in-house scaffolding unit enables us to provide all the scaffolding required for rooms and façades.



Disposal, dismantling, demolition

BELFOR has experienced experts for the managed dismantling and/or demolition of buildings. They have access to the heavy construction equipment needed, as well as their own demolition teams, enabling all measures to be carried out quickly and professionally.



Enabling a quick return to operations



Restoring electronics, machinery and equipment

Experts from **BELFOR DeHaDe** work to restore machinery and equipment after a major loss event. **BELFOR DeHaDe** has over 40 years of technical expertise to make it one of Germany's top companies, and can operate independently of any one manufacturer. We can therefore work with any model, type, age or size of machinery and equipment.

Electronics restoration

Nothing functions without power, electronic controls and electrical systems, whether production facilities or office blocks. Swift action is therefore required after a major loss event. Even electronic systems that appear to be damage-free can undergo gradual deterioration due to corrosion, mould, corrosive or toxic substances. We therefore fully dismantle, decontaminate and reassemble any damaged electrical and electronic equipment. Professional restoration of electronics is considerably cheaper and faster than purchasing new high-tech equipment, often with long delivery delays. BELFOR also has fully equipped articulated lorries available to enable rapid, time-saving, mobile restoration of electronics on-site.





Restoring machines/equipment

In the event of fire damage, gases, soot, extinguishing water and chlorides can jeopardise the function of machinery and production systems. Water damage, condensates, sand and sediment can contaminate not only machine surfaces, but also controls, bearings, gears, pneumatics and filters. The priority here is to prevent total downtimes and any secondary damage.

We prioritise restoring the machines and components where restoration is economically viable or is vital to meeting delivery commitments, or where replacements are currently unavailable.

Good today – better tomorrow

When restoring a machine, it often makes sense not only to get it working again, but also to get it working more efficiently, e.g. by adding automation or robotics. Use a loss and restoration event as an opportunity and get your machines and systems fit for the future.

Benefit from **BELFOR DeHaDe**'s services which cover a machine's entire life cycle and range from assembly, commissioning, maintenance, general overhaul and modernisation through to dismantling and disposal.

BELFOR plus point:



The technical expertise of our teams of engineers, technicians, master craftsmen and a wide range of specialist tradesmen is supplemented by our unparalleled experience of successful restoration in innumerable loss events.

We can work independently of manufacturers as well as in cooperation with all well-known manufacturers.



Industry experts for restoration in special loss events



BELFOR has more solutions and services for damage restoration than any other provider in the world. This enables us to quickly get businesses operational again – which we have been doing for more than 70 years.

We live in a technological world where loss events damage not only buildings and machinery, but also objects such as wind turbines, ships and rail vehicles. This makes it all the more important to be aware of the specific needs of specific industries. BELFOR has experienced experts in areas ranging from supply chain risks in the automotive industry, technically sensitive semiconductor production through to highly stringent hygiene requirements in the food industry. As part of RED ALERT®, these experts can skilfully overcome the greatest challenges you face.



Industry experts
MARINE



Industry experts
SEMICONDUCTORS



Industry experts
PHARMA



Industry experts
HEALTH



Industry experts
**FOOD /
BEVERAGES**



Industry experts
AUTOMOTIVE

References

Companies* from a wide range of industries trust in BELFOR's expertise:

Bombardier
Bosch
Cesio
CERN
AIRBUS
Goodyear
Hilti
Hilton
Philips

RTL
Siemens
TAKKT
Wal-Mart
Bertelsmann
Johnson&Johnson
Amazon
thyssenkrupp
Linde

*Excerpt from our list of customers

For multinational businesses:

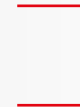
RED ALERT®: The emergency programme with priority status

Minimise business interruptions before they happen!

BELFOR's RED ALERT® provides you with a comprehensive package of services unparalleled on the market. In worst-case scenarios for multinational companies, no time can be lost in researching or clarifying a loss situation with your procurement department. The RED ALERT® agreement therefore includes structured arrangements which complement any existing business continuity plans. It also has a priority status where "immediately" really does mean "immediately".



Worldwide service



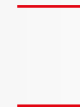
Anywhere.



Dedicated international hot-line for RED ALERT® customers



Support with priority status



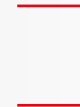
Anytime.



Service Level Agreements & fixed response times



Industry experts as personal points of contact



Anything.



Measures for specific locations and industries

Contact RED ALERT® specialists for multinational companies with production sites in Europe and around the world: red-alert.belfor.com

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Binding standards you can count on.



Corporate Social Responsibility

Respect, commitment and integrity are the core values of our company. These are clearly set out in our worldwide CSR and compliance guidelines. When working with you as business partners, we rely on transparency and trust.



Quality assurance and standards

BELFOR's quality management system is certified according to ISO 45001. Proprietary BELFOR standards, generally far exceeding usual requirements, also apply to all processes.



Research and development

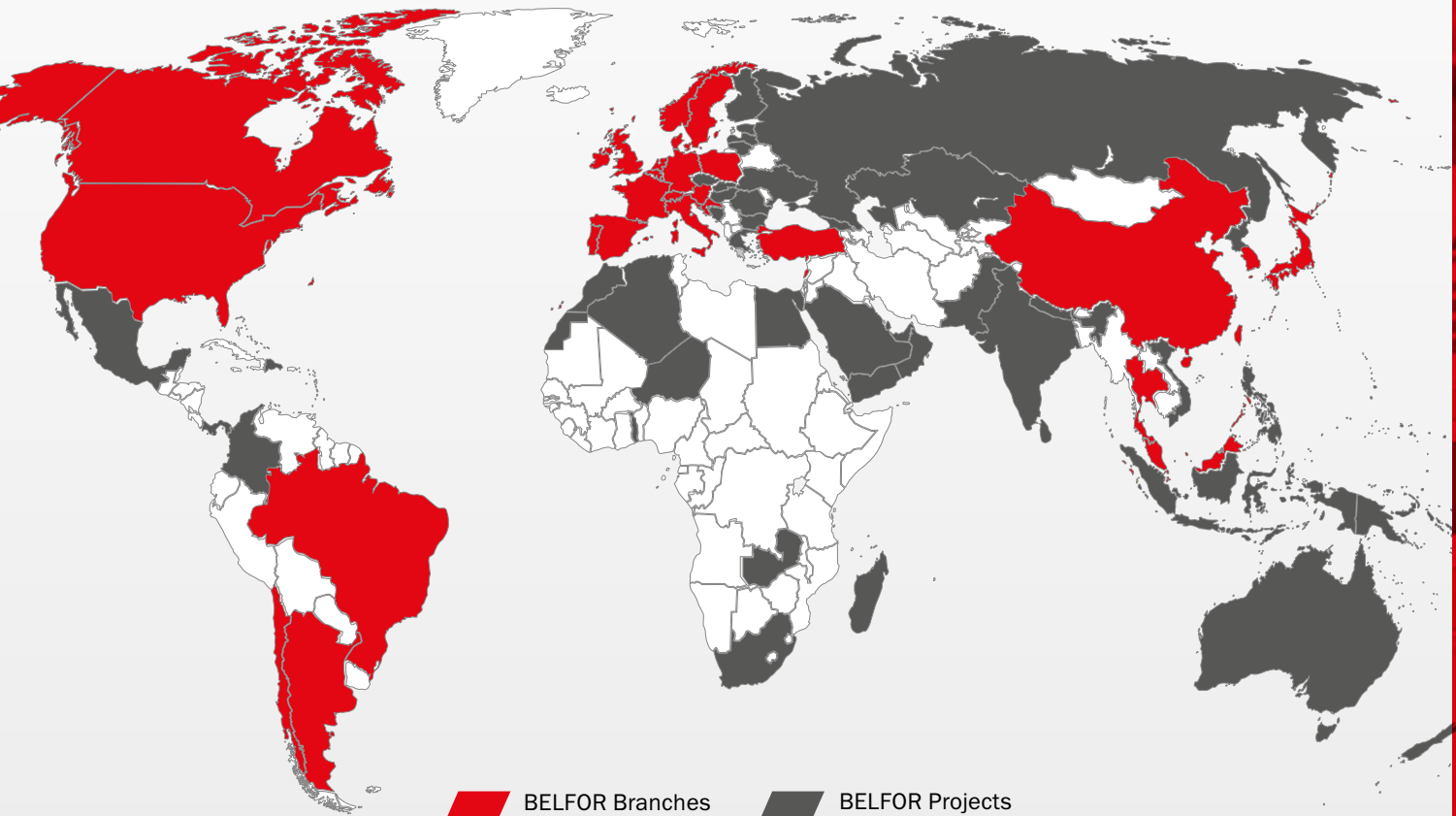
BELFOR's in-house teams of engineers and scientists are constantly developing new processes in international Technical Competence Centers. These processes undergo continuous adaptation to new materials and changing requirements.



Staff training

Trust in and the success of our work depend on the skills and capabilities of our personnel. Established training plans keep their expertise up to date. Wherever our personnel are working around the world, they apply the same tried and tested procedures with the same high level of expertise.

BELFOR – the world's number 1 in damage restoration



Your global partner in damage restoration



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Talk to us!

We'll be happy to advise you on action and emergency plans so that you're well prepared for anything.



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