



QUALITY ASSURANCE



BELFOR (●)

PROPERTY RESTORATION



QUALITY COMMITMENT

In all that we do, BELFOR remains keenly aware of our responsibility towards our clients, our employees and the environment. It's not only what we do that's important, but how we do it.

BELFOR is committed to providing quality service and customer satisfaction. This commitment to excellence is driven by our:

VALUES

LEADERSHIP

INNOVATION

PERFORMANCE

RESPONSIBILITY



CODE OF COMPLIANCE

BELFOR strictly adheres to all industry standards as well as federal and state government regulations. This includes local city and county building and/or environmental codes.



CONTINUOUS PROCESS IMPROVEMENTS

We respond to complex challenges with innovative thinking. We deploy our skills and resources to maximum efficiency. We examine our procedures and adopt them to the task at hand. Our clients are encouraged to report our performance with candor.

INDUSTRY STANDARDS

Our commitment to best practices, development of technology, use of equipment and recovery techniques meets or exceeds industry standards and guidelines. National BELFOR Managers have contributed to the development of many restoration industry standards including:

- Institute of Inspection, Cleaning, and Restoration Certification Standard (IICRC) Water Damage Standard (S500) and Reference Guide for Professional Water Damage Restoration
- IICRC Mold Damage Standard and Reference Guide for Professional Mold Damage Restoration (S520)
- Restoration Industry Association (RIA) Fire Damage Standard
- Restoration Industry Association (RIA) Evaluation of Heating, Ventilation and Air Conditioning (HVAC) Interior Surfaces to Determine the Presence of Fire-Related Particulate as a Result of Structure Fires

ENVIRONMENTAL RESPONSIBILITY

BELFOR accepts a special obligation to the environment, and complies with all national and international environmental protection laws.

TRAINING

BELFOR manages with these guiding principles:

- We never assume a client's loyalty is forever.
- We are only as good as our last job performance.

Corporate clients, insurance companies, business owners and home owners have long trusted BELFOR to provide high quality and timely loss recovery services.

BELFOR employees receive on-going training online, on the job, in our local training centers, or in our state-of-the-art training facility in Ann Arbor, MI. With an annual training budget in excess of \$1 million, our clients can be assured that the most advanced and cost-effective restoration methods are applied to their projects.



RESTORATION PRODUCTS

BELFOR is unmatched in technical expertise. Our team of Certified Restorers, engineers and scientists help develop proprietary products and procedures (SRF, anti-corrosive chemicals, specific restoration methods) in our own laboratories. All new products are copyrighted and manufactured to meet the highest industry and government standards.

CERTIFICATIONS AND LICENSING

BELFOR maintains required certifications, licensing, bonding capacity, and insurance coverage in all areas, allowing BELFOR to perform work in compliance with all state and federal regulations. BELFOR also adheres to other various requirements as mandated by both the Occupational Safety and Health Administration (OSHA) and the Environmental Protection Agency (EPA).

LEED CERTIFICATION

BELFOR is uniquely qualified to restore property to rigorous LEED (Leadership in Energy and Environmental Design) certification standards. BELFOR has more than 25 LEED-certified account professionals on staff.



SAFETY

BELFOR has no higher priority than the safe execution of its operations. We have the lowest safety professional-to-worker ratio in the restoration industry. BELFOR is responsible for providing a safe and healthy work environment. We are committed to this responsibility and strive to perform all operations without accident, injury, occupational illness, or negative environmental impact.



QUALITY ASSURED

Call BELFOR's 24-hour hotline.

1-800-856-3333 or visit **www.belfor.com**.

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BELFOR is an active member of these industry organizations:

Restoration Industry Association (RIA)

Institute of Inspection, Cleaning
& Restoration Contractors (IICRC)

Risk & Insurance Management Society (RIMS)

American Record Managers Association (ARMA)

Building Owners & Managers Association (BOMA)

International Facility Managers Association (IFMA)

Institute of Real Estate Management (IREM)

National Air Duct Cleaners Association (NADCA)

Indoor Air Quality Association (ACCA)

Air Conditioning Contractors Association (ACCA)

American Society of Heating, Refrigerating
& Air-Conditioning Engineers (ASHRAE)

National Association of Home Builders (NAHB)

National Association of Home Builders

Remodeler's Council (NAHBRC)

International Franchise Association (IFA)

National Fire Protection Association (NFPA)

National Restaurant Association

National Association of College
& University Food Services (NACUFS)

Restaurant Facility Management Association (RFMA)



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1.800.856.3333

24/7 National Emergency Hotline

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