

25<sup>th</sup> March 2020

Dear valued BELFOR Customer,

Following announcements made by the PM earlier this week, detailing greater restrictions due to the COVID-19 outbreak, I wanted to take the opportunity to update you on how this impacts us and what we are doing.

Under the recently published Government guidelines provision of “Utilities, Communication and Financial Services” are classified as “essential services”. Our insurer clients have prioritised “Claims” and the services we provide recognising the importance to support customers during their time of need. As such we are doing our best to support this.

After working with significantly reduced staff for some time, all of our National Service Centre and back office staff who are normally based at Belfor House (UK Head Office) are working from home. This action is part of our pre-defined contingency plans and you should not notice any difference in service levels or quality.

With regards to our day to day operational activities we will continue to provide our restoration and recovery services to customers as normal, as much as we can.

As you would expect, we have introduced specific measures to manage the associated risks to our staff, suppliers and customers. For business as usual work (e.g. fire and water damage losses) we have introduced a stringent first contact script, to identify any customers with symptoms/self-isolating and will be delaying visits where appropriate. Our operational staff are using all the appropriate PPE, carrying out additional hygiene protocol and will be social/physical distancing when in customer's homes and on site.

In summary, we are ‘open for business’ and ‘doing what we do best’ ....to the best of our ability.

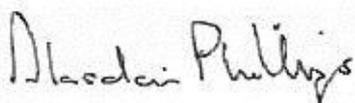
We have received a significant number of enquires relating to specialist COVID-19 decontamination services and I wanted to update you on this also. The BELFOR Group have been carrying out vital decontamination works around the globe in response to the outbreak. In Europe the BELFOR Technical Support Department based in Neufahrn, Germany have developed specific procedures with approved chemicals/restoration agents and stringent Health & Safety protocol. As such, we have teams in place to carry out this work in the UK and Ireland and we are ready to respond.

Please note that the delivery of these services is subject to the availability of trained and certified BELFOR personnel, appropriate personal protective equipment (PPE), chemicals/restoration agents and cleaning resources and materials, and, in some instances, specialist supply services.

Where we can support our customers, we are committed to do so to the best of our ability, through these difficult times.

I would also like to take this opportunity to publicly thank our staff who have demonstrated remarkable professionalism, courage, spirit and determination. Well done and thank you everyone!

Yours sincerely



Alasdair Phillips  
Managing Director, BELFOR UK Ltd