DISASTER PREPAREDNESS
GETTING THE MOST OUT OF YOUR RED ALERT® PLAN

BELFOR PROPERTY RESTORATION

EMERGENCY RESPONSE GUIDE
DISASTERS PROPERTY DAMAGE

RED ALERT MEMBERSHIP

EDUCATING YOUR ORGANIZATION
Congratulations!

WE ARE PROUD TO BE YOUR DISASTER RECOVERY PARTNER!

THE SMARTEST MOVE IN YOUR DISASTER PLAN

01
Faster Response For Preferred Clients

02
Improve Your Chances For A Full Recovery

03
Limit The Financial Impact Of A Disaster

04
Your Own Dedicated Account Manager

1-800-856-3333
EMERGENCY HOTLINE
GETTING STARTED

Now that you’ve chosen the RED ALERT Priority Response Program for your company or organization, let’s get started. RED ALERT gives your business access to an entire team of experienced, professional recovery specialists who deliver effective and efficient solutions.

The RED ALERT service is structured to work with your own emergency procedures so, that when disaster strikes, everyone concerned is prepared and working in unison.

This allows the RED ALERT three-stage action plan to be initiated with the utmost speed and effectiveness:
- **Stabilization** - make the premises safe and secure and prevent further damage.
- **Assessment** - assess the extent of the damage, determine priorities and coordinate an action plan.
- **Mitigation and Restoration** - structured recovery process to restore your facility, equipment and business to full working order.

STANDART OPERATING PROCEDURES
We will identify and document your Standard Operating Procedures so that we know how you operate when we arrive at your site.

INTEGRATION INTO YOUR ORGANIZATION
We will work with you to introduce, educate and integrate the RED ALERT plan into your emergency procedures so that your staff knows exactly what to do should a disaster or accident occur.

FAMILIARIZATION SURVEY
We will work with you and/or your staff to review your facility and understand logistics prior to an emergency response.
INTRODUCING RED ALERT® TO YOUR ORGANIZATION

LOCAL MARKET INTRODUCTION
We make sure that BELFOR managers in your local markets know that your organization is a RED ALERT partner.

PRESENTATIONS AND MEETINGS
On-site or virtual presentations/meetings or training webinars to introduce and review the program and procedures.

INSTRUCTIONAL MATERIALS
Customized wallet cards and placards that explain how to activate RED ALERT can be distributed to all authorized personnel and facilities.

Mock Disaster Exercises
Assist with mock disaster drills within your organization.

KEY TO SUCCESS TEAMWORK
Want to take advantage of what the RED ALERT program offers you?

It is important to create a state of readiness and establish solid protocols for disaster preparedness.

Our goal is to become part of your response team for disasters and property damage. We want to establish the trust required to make that emergency call in the middle of the night, with the understanding of how BELFOR teams respond and collaborate with on-site managers from the beginning of the project.

We can help you create a custom roll-out plan that will meet your pre-planning check-points and benchmarks.
CALL 1-800-856-3333

BELFOR CALL CENTER NOTIFIES RESPONSE TEAM

NOTIFY YOUR INSURANCE PROVIDER

MORE HELPFUL TIPS

- Download the BELFOR Mobile App to have more information at your fingertips - anytime, anywhere. The app is free and can be downloaded from your mobile app store.

- Designate a single person who is authorized to handle all media questions and requests.

- Stay calm. Your organization is in good hands with BELFOR.

Our National Account team enters your company data into our call system.

When you call for service, our Call Center agent will gather basic loss information and connect you with an on-call emergency manager from the closest BELFOR location. Your SOP is sent to the emergency and project managers.

Your Account Manager is simultaneously alerted.
IMPORTANT
CATASTROPHES & LARGE-SCALE DISASTERS

CAT Conditions and Large-Scale Disasters Can Be Super Challenging. Here Are Some Important Things To Keep In Mind.

24-HOUR EMERGENCY HOTLINE - 1.800.856.3333

POWER NEEDS

BELFOR maintains valuable business relationships with most major generator and fuel providers so that we can provide an emergency response during CAT situations, but we are NOT a generator company.

Through these relationships, we are able to secure generators and fuel so that we can deliver results for our clients get them back into business as soon as possible. We can provide a list of potential providers and recommend that you form a direct relationship with a generator provider for access to generators for area-wide power outages, independent of disaster recovery operations.

For a list of providers, please contact your Account Manager.

CATASTROPHIC EVENTS - RED ALERT

CAT FEE - During a CAT event, you will be asked to initial the current BELFOR Rate Sheet. There will be a 6% CAT fee to offset exaggerated expenses. The 6% will be added to the total of each invoice and will cover all of the indirect charges that must be allocated to each job during the CAT. Examples of these charges would be CAT Management, CAT office, admin support, warehousing, etc.
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DRAW AGAINST WORK PERFORMED

All clients will receive a “one line” invoice at the beginning of the loss for emergency response services. The amount will be 30% of your estimated loss. This is a draw against work to be performed.

For CAT losses in the Caribbean, U.S. Virgin Islands and Puerto Rico, there will be an additional fee charged to cover chartered air travel, cargo airlifting of equipment and various shipping methods.

LOGISTICS - RESPONDING TO A CAT

During a catastrophe or large-scale loss, BELFOR will monitor National and Regional Weather Service bulletins for current weather conditions and forecasts, while also maintaining communication with your company and appropriate local Emergency Operations Centers. BELFOR will obey all local curfews and law enforcement directives.

We will immediately mobilize and deploy our National CAT and Technical Teams near the area. Should conditions warrant, more than 3,000 highly skilled technicians, engineers, chemists and other professionals from BELFOR can be dispatched from across the country.

We will also begin to mobilize equipment, fuel and other resources close to the area. When it is safe to do so, we will respond in force.