

COVID-19

Essential Response Services

The Highest Standards of Cleaning Services Available Plus Essential Property Services and Added Support For First Responders

As we all come together to face this public health crisis and many shelter in place, BELFOR Property Restoration wants to reassure you that we are still offering **essential** services to the community, emergency first responders, senior living and healthcare facilities, grocery stores, pharmacies, municipal buildings and more.

We are on the front lines of this crisis. For example, our teams have built drive-thru Coronavirus testing centers in South Carolina and other states across the country. We have also been providing **professional cleaning services** for commercial, industrial and public health facilities. Plus, cruise ships, major arenas, etc.

And, the virus does not stop the need for **essential repair service** for damages caused by fire, water and storms. For example, a minor water leak in a grocery store refrigeration system suddenly became a huge problem! Our teams are actively working and providing property restoration services when needed. **For emergency service, call our 24-hour hotline at 800-856-3333.**

We are also working closely with first responders – police, fire and paramedics – to do what we can to help them navigate safely through this situation and to provide whatever type of support we possibly can.

We will take care of our clients, and we are committed to helping our communities in this unprecedented fight! You can count on BELFOR.

CLEANING PROTOCOL AND SCOPE

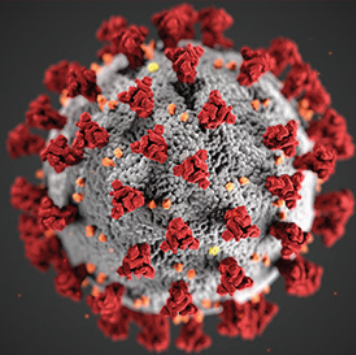
We are taking this seriously as a company with a responsibility to protect our employees and our clients. All of our cleaning personnel will wear Personal Protection Equipment (PPE). Plus, because of the inherent risks, we have partnered with a leading Industrial Hygiene firm – **CTEH** – to provide added professional consultation for COVID-19 cleaning.

The cleaning protocol and scope will be determined according to the following levels: **LEVEL 1 - PROACTIVE, LEVEL 2 - SUSPECTED and LEVEL 3 - CONFIRMED.** High contact surfaces will be cleaned using a hand cleaning motion and ensuring all contact surfaces are adequately touched through the wiping process. These surfaces include but are not limited to doorknobs, lobby doors and door handles; elevator buttons, security desks, computer mice, computer keyboards, desk telephones, etc. Cleaning of low-contact non-porous surfaces may be performed using an electrostatic sprayer or aerosolized mister for broad application of flooring, walls, furniture and metal, ceramic, concrete and porcelain surfaces. The cleaning of carpets as well as HVAC systems and associated ductwork may be required for Level 3 cases.

ESSENTIAL SERVICES

BELFOR services are considered essential to protect the infrastructure of our communities. We continue to provide these services to commercial and residential customers:

- Fire Restoration
- Reconstruction & GC
- Contents Restoration
- Water Extraction & Dehumidification
- Mold Removal
- Machinery & Electronics Restoration
- Emergency Board-Up & Site Containment
- Document & Media Recovery
- Environmental Services



COVID-19

Environmental Response Solutions

BENEFITS OF ELECTROSTATIC MOBILE APPLICATION

- Kills 99.99% Pathogens Including Gram Negative Bacteria (E Coli), Gram Positive Bacteria (eg. MRSA), Viruses (Norovirus), Fungi, etc.
- Reduces Risk of Infection
- Reduces Downtime By 75%
- Helps Prevent Cross Contamination
- Meets CDC Guidelines
- Safe and Effective Practice
- No Harmful Residue
- Consistent and Uniform Cleaning For All Surfaces
- Touch-Free - No Wiping Required
- More Effective Than Foggers and Airless Sprayers
- Environmentally-Friendly

OUR EXPERIENCE

BELFOR has responded to biohazard decontamination projects for more than 25 years. Our Property Restoration and Environmental divisions provide clients with well-trained personnel, safe work procedures and cost-effective services.

The knowledge and experience of our teams is second to none in the industry. And, we understand the importance and urgency of protecting your assets.

NATIONWIDE RESPONSE

With more than 120 offices in the U.S., we have the resources and equipment to deliver services across the country.

BELFOR is ready and prepared to clean properties and environments threatened by COVID-19.

HOW BELFOR CAN HELP

BELFOR offers biohazard cleaning services for buildings and facilities exposed to contamination caused by fires, water, storms, mold, hazmat accidents, crime scenes, infectious diseases and viruses such as the COVID-19.

Our COVID-19 cleaning protocol and methods vary by level of contamination response – **Proactive, Suspected and Confirmed**. In all cases, we use a hospital-grade disinfectant that can kill 99.99% of pathogens – including bacteria, fungi and viruses. For large jobs, we can also use small, portable electrostatic sprayers that leave no harmful residue and provide consistent, fast application.

All of our surface cleaning services meet the **Centers For Disease Control and Prevention (CDC)** guidelines. We have also partnered with **CTEH**, a leading toxicology and environmental services firm, to assist with expert consultation.

If there is an outbreak or incident of COVID-19 in your facility, or if you are interested in trying to safeguard against COVID-19 contamination:

- Notify your local health department and defer to them for oversight and reporting requirements.
- Contact your BELFOR Account Manager or your local BELFOR office to request service or inquire about pricing. You may also call our National Call Center at **800-856-3333**.

OUR SERVICES

- Installation of Critical Barriers
- Risk Management Review
- Project Communication With Local, State and Federal Agencies
- Coordination With Industrial Hygienists and Other Subject Matter Experts