

RED ALERT®  
CLOSING THE GAP IN YOUR EMERGENCY PLANNING



Minimize  
business  
interruptions  
before they occur.



## Even risk managers are not clairvoyants ...

The last few years have shown how unpredictable the future has become. What once seemed certain is suddenly shaken. Events occur that no one expected and whose effects take on completely new dimensions. The number of natural disasters is continuously increasing.

And suddenly, areas that were never considered at risk are also affected. Mobility is suddenly restricted, entire regions are inaccessible for a long period of time, and the transport of goods is no longer possible from one day to the next. All of this presents completely new challenges even to people who are used to anticipating the future and designing worst-case scenarios.



### ... but they have a business continuity plan

For risk managers, the business continuity plan is an important instrument for maintaining the company's ability to operate. Even one day of business interruption can cause enormous costs, bring supply chains to a standstill and severely damage the company's image.

But a business continuity plan is not set in stone, it needs to be constantly reviewed. Agility and flexibility are required. You must constantly adapt the planning to new risks and developments, to identify any gaps - and to close them with suitable measures and programs.

### ... and RED ALERT®

RED ALERT® is a service package specially developed by BELFOR to minimize business interruptions after a damage event. The principle behind it is as simple as it is logical: as a restoration partner, BELFOR becomes part of your emergency plan. This preventive integration has decisive advantages for you in an emergency:

Reaction times are reduced and immediate actions are initiated without delay. This increases the chances of a quick and complete recovery. At the same time, you limit the financial impact of the damage on your business.

Close the gap in your business continuity plan and rely on the greatest possible security for your company with RED ALERT®!

„What we often see in companies are good, detailed emergency plans with defined crisis teams and reporting chains. What is often missing? The interface to the outside world and the safeguard against long, costly downtime.“

Sheldon Yellen  
BELFOR Chief Executive Officer



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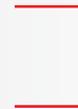
Anywhere. Anytime.  
Anything.



With RED ALERT®, BELFOR offers you a comprehensive service package that is unique on the market. You receive fast, professional help with your damage event anywhere in the world at any time.



Worldwide Service



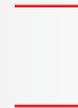
Anywhere.



Exclusive Emergency  
Hotline



Priority Status



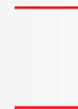
Anytime.



Service Level Agreements &  
Response Times



Industry Experts As Your  
Personal Contacts



Anything.



Location and Sector-Specific  
Services



### Worldwide Service

With more than 450 locations in 22 countries and 11,000 employees, BELFOR is the global market leader in damage restoration. This means that we have access at all times to cross-national resources and expertise, so that they can be deployed specifically for your company on site in the event of a claim. BELFOR supports you on all continents and covers your entire supply chain



### Emergency Hotline For RED ALERT® Customers

With RED ALERT® you have access to our exclusive emergency hotline, which is available 24/7. In this way, we create a central contact point for all your branches worldwide - and make life easier for you.



### Priority Status

As a RED ALERT® customer, you enjoy priority status. This is a decisive advantage, because a natural disaster affects everyone equally, but even the biggest restoration company cannot be everywhere immediately. It's good to know that you won't be put on a long waiting list, but will be given priority service immediately. This saves you downtime costs and means you are ready and able to recover faster than others. RED ALERT® thus offers you a real competitive advantage!



### Service Level Agreements

We discuss with you in advance which measures are important for your company at the various locations in the event of an emergency and define binding services and response times. In this way, RED ALERT® provides you with exactly the professional support you need.



### Industry Experts As Your Personal Contacts

At BELFOR, RED ALERT® is an important component of our broad service portfolio. And we know: No two companies are the same, and each industry has its own requirements. At BELFOR, you will be looked after by experienced specialists who know your industry and your field of business inside out.



### Location and Sector-Specific Services

The automotive industry works differently than a food producer. And a production hall with many machines is different from an office complex. With RED ALERT®, we address all specific requirements and develop a package of emergency measures together with you that is suitable for your industry and locations. You can rely on our know-how and experience at all times.



# Prepare, before the damage

RED ALERT<sup>®</sup> is not a one-size-fits-all product, but an individual package of services that is tailored exactly to your needs. We take the necessary time to determine these needs and precisely define the requirements of your company. Your RED ALERT<sup>®</sup> contract will contain the services and precise requirements you need so that your company can return to normal operations as quickly as possible after a claim.



Discussion of Your Business Continuity Management Plan



Recording of Company and Location Data



Definition of Standard Operating Procedures (SOP)



Authorization For Emergency Services and Documentation of Damage Within 24 Hours



Integration of Internal Communication



RED ALERT<sup>®</sup> Certificate



### Discussion of Your Business Continuity Management Plan

Our work begins by listening to you carefully. Together we go through your business impact analysis. What consequences would a loss event have for your company? What problems do you anticipate - internally and externally? And how can our expert knowledge and RED ALERT<sup>®</sup> help you limit the damage?



### Recording of Company and Location Data

In the event of a disaster, there is no time for detailed discussions. Every minute counts. That is why we familiarize ourselves in advance with the structure of your company and your production sites. If on-site appointments are not possible, we use existing documents for orientation. All relevant building and inventory information is recorded to scale and stored. T



### Definition of Standard Operating Procedures (SOP)

Together with you, we create a description of responsibilities and procedures in the event of a claim. We divide them into three areas: administrative matters such as the definition of contact persons, operational procedures such as response times, and service level agreements. This way, you lose no time in the event of a claim and are a decisive step ahead in the claims process.



### Authorization For Emergency Services and Documentation of Damage Within 24 Hours

What services make sense in the event of damage? Should BELFOR initiate immediate measures for the rescue of buildings as well as machinery and electronics? And, in addition, prepare a quotation for the restoration? These points are also specified. As separate services, we also offer you the storage of resources or machine spare parts that are available to you in the event of a loss.



### Integration internal communication

In an emergency, everyone in your company needs to know what to do. We support you in ensuring that all relevant employees know the RED ALERT<sup>®</sup> agreement and their role in the processes. In addition, we offer you a communication package that sensitises all employees to emergencies, tips on prevention and on the correct behaviour in the event of a claim.



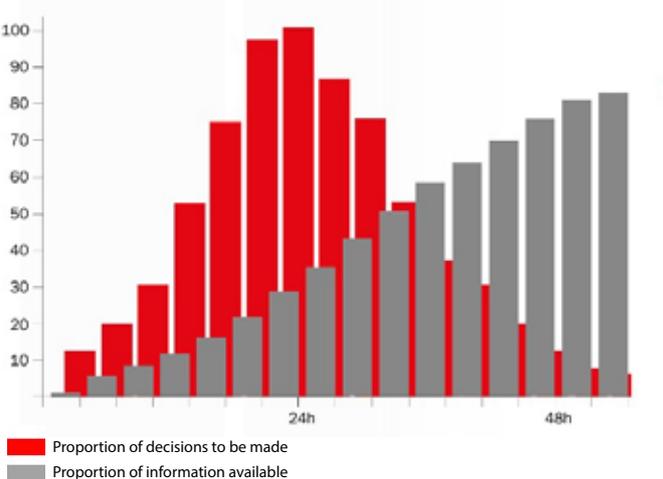
### RED ALERT<sup>®</sup> Certificate

We confirm that you are well prepared for an emergency with a RED ALERT<sup>®</sup> certificate. Use the certificate for communication with your business partners and stakeholders.

# Bye-bye to long business interruptions

Everything is decided in the first 24 hours to 48 hours after damage: whether consequential damage occurs, what it looks like and whether your company recovers completely from it. By immediately initiating stabilizing measures as part of your RED ALERT® priority status, you ensure that affected facilities, buildings and electronic systems are not further damaged by contamination, corrosion or other environmental influences and that any interruption to operations is minimized. And that pays off!

Typical Loss Development  
Time period from occurrence of damage



In an emergency, decisions have to be made quickly, even if not all the information is available yet. It's good to have the experienced claims experts from BELFOR at your side, who stay calm and know your individualities from the RED ALERT® contract and use their know-how to help ensure that the crisis doesn't turn into a catastrophe.



- Your Alarm - Our Commitment: 24/7 Priority
- On-Site Overview - Decades of Expertise
- Immediate Emergency Services
- Establishing Our Own Infrastructure
- First Written Report Within 24 Hours



### Immediate Emergency Services

As a rule, teams are on site and begin protecting, stabilizing and, if necessary, begin immediate emergency services. Services to protect machinery and equipment are particularly valuable because metal surfaces can be massively damaged by corrosive deposits (hydrochloric acid condensate) within a very short time.



### Establishing Our Own Infrastructure

If no infrastructure is available on site until the restoration, BELFOR is quickly organized. It installs its own infrastructure with all the necessary workstations, including IT and communication solutions, in containers or as a tent solution - like a temporary branch office, including emergency power generators for the restoration work.



### First Written Report Within 24 Hours

While emergency services to safeguard the property from further damage are in full swing, data is collected so that a written report with our remediation recommendations is provided to you within 24 hours. Our experience confirms that the sooner decisions can be made, the smaller the overall damage.



### Your Alarm - Our Commitment: 24/7 Priority

RED ALERT® customers always come first - and in the event of damage, every minute counts. Especially when disasters have ravaged entire regions and all resources are immediately deployed. Access to specialist personnel, material and equipment secured in advance is invaluable.



### On-Site Overview - Decades of Expertise for Rapid Response

What is crucial is the experience to be able to make a realistic quick assessment for clients, insurance companies and experts in just a few hours, including the use of drones if necessary. Knowledge of the industry specifics of the business impact analysis and all RED ALERT®-typical preliminary discussions are very helpful here. In addition, it is a matter of scheduling the manpower required to stabilize the situation and safeguard it.

# RED ALERT® customers can rely on



In all decisions in the case of major losses, the aim is to achieve a reasonable balance of time, i.e. business interruptions with loss of production, consequential costs and damage to the company's image, as well as the expenses for remediation with additional costs for multi-shift operation.

As a RED ALERT® customer, you can rely on your priority status and smart preparation. Only at BELFOR can you find so many different experts working hand in hand under one roof. BELFOR standards are consistently followed and training programs are synchronized worldwide.



International Standards -  
Scalable Manpower/Resources



All technical experts and manpower, laboratory and equipment capacities from a single source



• Buildings



• Contents/Documents



• Electronics



• Machines/Equipment



• Reconstruction



### International Standards - Scalable Manpower/Resources

As a global market leader in damage restoration, BELFOR has offices in 22 countries. In addition, our International Major and Complex Projects Team" is ready for rapid deployment in almost any country in the world. BELFOR can mobilize the appropriate manpower and equipment resources. At the same time, uniform standards for claims handling are guaranteed. You can rely on identical technical expertise right down to very detailed logistical issues such as customs clearance or entry requirements.



### Technical Experts and Manpower, Laboratory and Equipment Capacities From A Single Source

A restoration job never consists of just one trade. To minimize business interruption times, many trades and experts have to work closely together and be coordinated. This goes far beyond the classic trades. That's why BELFOR is doubly important as your RED ALERT® partner.



### Buildings

From professional demolition, environmental management and decontamination of soot-covered or contaminated surfaces, to the removal of sludge and drying of floods, BELFOR is known for its commercial restoration expertise.



### Contents/Documents

What needs to be salvaged, decontaminated or disposed of? Our experts work according to the motto „restoration comes before investment“ and also offer the possibility of temporary storage. When it comes to soaked archives and documents, great haste is required. BELFOR is the #1 leader in document recovery worldwide.



### Electronics

Professional electronics refurbishment is often significantly cheaper than a new purchase and does not have the delivery times that high-tech equipment often has. Close cooperation with manufacturers and service providers during the restoration process ensures that maintenance and warranty agreements are maintained.



### Machines/Equipment

The concentration of our engineers, technicians and mechanics is focused on machines and components whose restoration makes economic sense or which, for reasons of delivery capability, must not be out of action for long or for which replacement is available on the market.



### Reconstruction

From remodeling and capital improvement projects to complete reconstruction, BELFOR can handle any size project. As a licensed general contractor, BELFOR often has these trades in its own ranks or takes over the coordination right from the start.

BELFOR has the most advanced processes and technology in the industry. Here are four processes that have a particularly large impact on the time factor.



#### BELFOR Drones

- No loss of time during initial assessment due to flying over restricted fire areas
- Sighting of damage in areas that are difficult to access (e.g. high industrial halls)



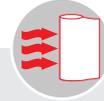
#### BELFOR 360° Damage Camera Scan

- Virtual image with zoom, note and dimension/ floor plan function
- Photos and videos of damage in particularly hard to access areas
- Objective and fast damage assessment



#### BELFOR Soot Removal Film (SRF)

- Decontamination/cleaning of soot-affected surfaces (walls, ceilings, wood)
- No contamination carry-over - environmentally friendly, dust/residue-free
- Great time saving, as surfaces are sprayed very quickly with SRF and are remediated within 24 hours.



#### BELFOR Shrink Wrapping

- Process with heavy-duty, dense plastic film for e.g. emergency covers
- Also for airtight sealing of closed interiors
- Avoid cross-contamination of remediated and still contaminated areas
- Step-by-step remediation, decontaminated areas can be used again immediately



„We provide industry experts for the restoration of special damages. Anywhere. Anytime. Anything!“

Theresa Williams  
Executive Vice President, National Sales & Marketing

# Industry experts for the restoration of special damages

BELFOR offers more property restoration solutions and services than any other provider in the world. In this way, we get companies back up and running quickly - and have been doing so for more than 75 years.

In our technological world, damage events are not limited to buildings or machinery, but also affect wind turbines, ships or rail vehicles, for example. This makes it even more important to keep an eye on industry-specific requirements. Whether technically sensitive semiconductor production or the highest hygiene requirements in the food and health care industry - BELFOR has experienced industry experts who can master even the greatest challenges for you as part of RED ALERT®.



Industry Experts  
**MARINE**



Industry Experts  
**SEMI-CONDUCTOR**



Industry Experts  
**PHARMA**



Industry Experts  
**HEALTH CARE**



Industry Experts  
**FOOD / BEVERAGE**



Industry Experts  
**AUTOMOTIVE**



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# Binding standards you can rely on.



### Corporate Social Responsibility

Respect, commitment and integrity are the core values of our company. We have defined these values worldwide in clear compliance guidelines. As your business partner, we rely on transparency and trust.



### Quality Assurance and Standards

BELFOR's quality management system is ISO 45001 certified. BELFOR's own standards apply to all processes, most of which go far beyond expectations and the usual requirements.



### Research and Development

With its own teams of engineers and scientists. BELFOR develops new processes in its International Technical Competence Centers. These are continuously adapted to new materials and changing requirements.



### Staff Training

The competence of our team is crucial for your trust and the success of our work. BELFOR employees are continuously improving their know-how. The company makes a significant investment and commitment to comprehensive training plans.



Global market leader in damage restoration

Experts to minimise business interruptions

Integrated into a strong international group, represented in 55 countries



90%

Geographical coverage of insured markets worldwide



450+

branches worldwide



11,100+

employees worldwide

200,000+

Restoration projects per year



## START TODAY, TO BE PREPARED TOMORROW.

Close the gap within your business continuity plan before disaster or accidents cause damage.

Integrate RED ALERT® today according to the individualities and needs of your organization.

To Find Out If The RED ALERT® Program Is The Right Solution For Your Business, Contact:

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Version 01-2022

