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

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)

1.800.856.3333
24/7 National Emergency Hotline
Corporate Headquarters:
185 Oakland Avenue, Suite 150
Birmingham, MI  48009-3433
Toll Free: 888.421.4111   Direct: 248.594.1144
Fax: 248.594.1133
www.belfor.com
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www.belfor.com
081015000

QUALITY ASSURANCE
CODE OF COMPLIANCE
BELFOR strictly adheres to all industry standards as well as government regulations. This includes local 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 Mould Damage Standard and Reference Guide for Professional Mould 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
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1-800-856-3333 or visit www.belfor.com.
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