

# QUALITY ASSURANCE

## LEADING THE RESTORATION INDUSTRY



### CODE OF COMPLIANCE

BELFOR adheres to all industry standards as well as federal, state, county, and city government regulations and building codes.

### INDUSTRY STANDARDS

Our commitment to best practices, along with the development of new technology, use of equipment and recovery techniques, meets or exceeds industry standards and guidelines.

National BELFOR Managers have contributed to the development of 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 Mold Damage Standard and Reference Guide for Professional Mold Damage Restoration (S520)
- Restoration Industry Association (RIA) Fire Damage Standard
- 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

### CONTINUOUS PROCESS IMPROVEMENT

We respond to complex challenges with innovative thinking. We deploy our skills and resources to maximum efficiency. We review our procedures on a regular basis. Our clients are encouraged to report our performance with candor.



### 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).



### 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.

We are responsible for providing a safe and healthy work environment. We are committed to this responsibility and strive to perform all operations without occupational accident, injury, illness, or negative environmental impact.

### ENVIRONMENTAL RESPONSIBILITY

BELFOR accepts a special obligation to the environment, and complies with all national and international environmental protection laws.

### RESTORATION PRODUCTS

The technical expertise of BELFOR is unmatched in the industry. Our team of engineers, scientists and Certified Restorers (CR) develop proprietary new products and procedures (such as soot removal film and anti-corrosive chemicals). All new products are copyrighted and manufactured to meet industry and government standards.

### TRAINING

BELFOR works 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 our state-of-the-art training facility in Michigan. With an annual training budget in the millions, our clients can be assured that the most advanced and cost-effective restoration methods are applied to their projects.

