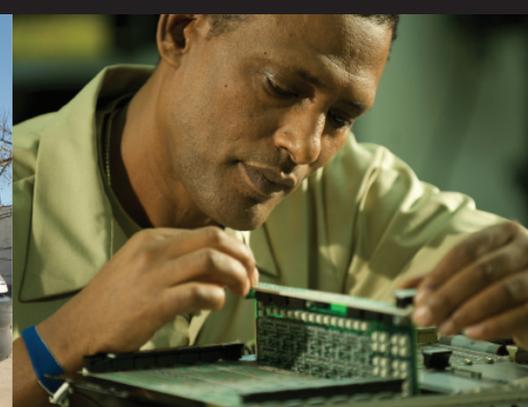




LEADERSHIP INNOVATION EXPERIENCE RECOVERY



BELFOR 

PROPERTY RESTORATION

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An unexpected fire or flood. A sudden earthquake. A slow-moving hurricane or devastating tornado. Disaster can strike anytime, anywhere. Homes and businesses can be devastated within minutes. What will you do?

The answer is simple: Stay calm. Call BELFOR.

THE FIRST CHOICE FOR RECOVERY

BELFOR is the global leader in integrated disaster recovery and restoration services, offering the highest quality and most comprehensive restoration services in response to natural and man-made disasters. From structural security and reconstruction to the recovery and restoration of equipment and vital documents, you can count on BELFOR for a rapid response and proven results. BELFOR is ready, whether you need a team of 3 or a force of 3,000. We are here 24 hours a day, 7 days a week, 365 days a year, wherever and whenever you need us.

“We couldn’t have chosen a better contractor than BELFOR, who after given a seemingly insurmountable task and timeline, devoted all to accomplishing what no one thought could be done.”

GREGORY PITTMAN

Global Gaming Solutions, LLC
Remington Park, Oklahoma City, OK

North America: 120+ offices

**Worldwide: 240+ offices in 28 countries,
with more than 6,000 employees**

TIMING IS EVERYTHING – NO ONE RESPONDS LIKE BELFOR

When disaster strikes, the clock starts ticking. The right response team can mean the difference between recovery and total loss. In the midst of chaos, you need proven expertise.

BELFOR is geographically positioned to respond to your needs, with more than 120 offices throughout North America. With a diverse range of in-house specialists, capabilities and technologies, we have a complete array of services and can allocate needed resources for any disaster, large or small. Most importantly, BELFOR has a proven track record and the financial strength to complete the task at hand quickly and efficiently, so you can get back to business – faster.

FOUR PHASES OF AN EMERGENCY RESPONSE

- 1. Response:** Quickly assess the situation and develop a proper restoration plan.
- 2. Stabilization:** Curtail further damage from water, mold, other contaminants and the elements by shoring up a building and protecting its contents.
- 3. Recovery:** Maintain the original structure and recover important items and components.
- 4. Restoration:** Repair damage, restore and replace equipment. The ultimate goal of restoration is to restore “business as usual,” getting you back to normal activities as soon as possible.



IN EVERY SITUATION, BELFOR

- Weighs the benefits and expenses of competing technologies and procedures to determine the quickest and most cost-effective method of quality restoration and reconstruction
- Implements all determined procedures with the utmost precision and care
- Guarantees clients receive the most direct path to complete project satisfaction

SINGLE SOURCE SOLUTION

The road from disaster to recovery involves important decisions. Without experience-based knowledge and smart implementation, the result can be costly detours. Direction from a single-source provider like BELFOR can make a tremendous difference in your recovery efforts.

BELFOR understands restoration and reconstruction; we understand complex losses and the total restoration process. That is why BELFOR is the industry leader in service delivery and single-source accountability.

BELFOR turns chaos into orderly recovery, ensuring continuity of operations.

“To have BELFOR at the ready and willing to put us at the top of the priority list is paramount to not only our disaster recovery but also our business continuity.”

MARY JO WEIER

Manager of Insurance, Ferguson Enterprises, Inc.
Newport News, VA

BELFOR is Your Single Source Solution For:

- Emergency Services
- Water Damage Restoration
- Fire Damage Restoration
- Storm Damage Restoration
- Structural Dehumidification
- Structural Cleaning and Decontamination
- Reconstruction
- Mold Remediation
- Contents Restoration
- Book and Document Recovery
- Vital Records Recovery
- Magnetic Media and Data Recovery
- Electronics Restoration
- Equipment and Machinery Refurbishment
- Semiconductor Services
- Environmental Services
- Consulting Services

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“RED ALERT” PRIORITY RESPONSE FOR THE PREFERRED CLIENT

A disaster need not result in total devastation. Your response and actions during the first 12 to 48 hours may be critical in determining whether your business fully recovers. Partnering with a proven specialist like BELFOR can mean the difference between effective operational recovery and further disaster as time marches forward and you lose equipment, resources and perhaps customers. That is why, based on our extensive experience, BELFOR developed the RED ALERT program.

BELFOR’s RED ALERT priority program can reduce the response time and recovery process — and limit your financial impact.



Planning Before Disaster Strikes

RED ALERT membership begins with the development of structured response procedures that integrate seamlessly with your current recovery or continuity plan. We educate ourselves about your critical systems, facilities and vital records. If and when a disaster strikes, this advance planning will save hours, days and even weeks in recovery time. We can often recommend practical, proven steps to prevent or solve potential problems before they become reality.

Immediate Action

One call to our 24-hour priority hotline activates RED ALERT, sending BELFOR’s experienced personnel immediately to your site. With more than 240 offices and over 6,000 employees worldwide, BELFOR can always, consistently and effectively, respond to your needs.

“BAE Systems has been associated with BELFOR’s RED ALERT Program for many years. This relationship has proven to be beneficial during fire, flood, and tornado events when BELFOR has rapidly mobilized large teams of personnel and various subject matter experts to allow for efficient restorations and recoveries, within short time periods. As the overall Risk Manager for BAE Systems in the US, I have received nothing but positive internal comments regarding the services rendered by BELFOR.”

MARK MANION

BAE Systems
Reston, VA





RED ALERT immediately activates these critical response actions

- Stabilization of the premises, making it safe and secure
- Mitigation to prevent further damage
- Assessment of the full scope of damage
- Coordination with your team to implement needed actions and determine priorities
- Structured recovery process to restore your facility and equipment to working order



RED ALERT members receive

- Emergency services 24/7
- A dedicated account representative available to assist with all aspects of pre- and post-loss recovery
- Expert assistance in emergencies of every type and size
- Effective action in the rescue and protection of assets the minute the BELFOR RED ALERT team reaches the site
- Immediate integration of the RED ALERT plan with BELFOR offices in Canada, Europe, Asia and the Middle East



BELFOR offers various service levels of the RED ALERT program. Your BELFOR representative will be happy to assist you in choosing a plan that is best suited to your individual business needs.

For more information and RED ALERT program details, please contact us at:

800-856-3333

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EMERGENCY SERVICES

Damage is dynamic and can last long after the catastrophic event has ended. If left unchecked for even a short time, contaminants and exposure to the elements increase the potential for further loss.

We get right to work.

The moment BELFOR arrives, damage control begins. We stabilize the environment, analyze each situation and react aggressively with an integrated, coordinated approach. We quickly secure property, erect safety barriers and initiate emergency structural repairs. We mitigate damage to critical operational systems limiting your financial loss. BELFOR has the in-house expertise, equipment and technology to immediately address and implement the best response procedures for every type of disaster.

Evaluation

BELFOR's technical specialists, engineers and architects rapidly determine the critical path of remedial efforts and ultimate restoration. The result is a custom-tailored remediation plan that can move forward as efficiently as possible.

Flexibility

Because BELFOR has such a deep and experienced global work force, we are able to mobilize the necessary specialists to your site for immediate action. This ability to amass the right size team of response professionals as well as handle the logistics of transporting any support equipment is key to the speed and efficiency of our response, whether the project is small or massive.

Board Up or Shrink Wrap

BELFOR quickly takes all steps to prevent further deterioration and potential permanent damage to your structure by securing and sealing it from the elements.

Safety Inspection

Safety is a BELFOR priority. We evaluate the entire site for safety issues, working with engineers to determine structural integrity and industrial hygienists to test air quality. When necessary, temporary repairs are made to secure areas and ensure a safe working environment.



Temporary Power

Getting power to the site quickly is important. BELFOR and Aggreko, a leader in auxiliary power supply and dehumidification equipment, have an exclusive partnership that provides the needed crew and equipment to a site.

Water Extraction & Dehumidification

BELFOR's water extraction and desiccant dehumidification capacity is among the largest. We respond quickly and efficiently with strategic solutions.

Corrosion Control

Smoke, soot, acid and water are common sources of contamination. BELFOR's proven stabilization techniques can prevent equipment from becoming impaired, reduce the amount of restoration needed and lower recovery costs.

Demolition

BELFOR's trained specialists move quickly to determine a selective demolition process that stabilizes the structure, eliminates sources of contamination, and systematically removes only what damages the integrity of your facility.



RECONSTRUCTION AND CONTRACTING SERVICES

BELFOR's expertise in reconstruction and contracting is unmatched, touching virtually every aspect of contracting required to rebuild and restore your home or business. Because we have a local presence, no disaster is ever too far away.

As a general contractor, we maintain strong relationships with a network of skilled contractors. We work closely with insurance companies and adjusters to expedite claims. In time-critical environments, no one comes close to our level of response, experience and track record of results.

BELFOR's Reconstruction Capabilities

- 24-Hour Emergency Response
- Emergency Power
- Site Containment/Temporary Shoring/Shrink Wrap
- Intrusive Investigation/Selective Demolition
- Full-Scale Carpentry
- Complete Electrical, Mechanical and Plumbing
- Construction Defect Reconstruction
- All Roofing Configurations
- Interior Build-out and Finishes
- Complex Installation and Interior Finishes
- High-Rise Reconstruction and Restoration
- Historic Reconstruction and Restoration

BELFOR understands the intricate complexity of reconstructing after a disaster. Our single-source accountability cuts through the chaos, allowing us to efficiently and seamlessly integrate the rebuilding process with contract teams, insurance adjusters, business owners and local municipalities. Our goal is to fully restore property value, control costs and limit business interruption. Getting clients back on their feet is what we do best.



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DOCUMENTS & VITAL RECORDS RECOVERY

From a single medical record to an entire library system, trust your vital records or document recovery project to BELFOR.

BELFOR remains at the forefront of document recovery thanks to ongoing research and development coupled with proprietary processes and equipment. We can deliver the most appropriate solution to fit your needs.

BELFOR has designed technologies so that important papers, books, files and documents — including film and x-rays — can now be restored. Depending on the extent of their deterioration, we can return many of these damaged articles to stable condition and extend their usable life. To avoid further interruption to your business, our inventory management system can let you access materials undergoing restoration.

- Audiotapes
- Laser Disks
- Parchment
- Blueprints
- Library Materials
- Photographs
- Books
- Periodicals
- Plans
- CDs/DVDs
- Magnetic Media
- Slides
- Data Files
- Manuscripts
- Transparencies
- Diskettes
- Maps
- Vellum
- Documents
- Microfiche
- Videotapes
- Drawings
- Microfilm
- Vital Records
- Files
- Negatives
- Whiteprints
- Film
- Paintings
- X-rays

Paper begins to deteriorate the instant moisture is absorbed. BELFOR uses vacuum freeze dryers, thermal vacuum freeze dryers and molecular sieves specifically designed to restore books, documents and paper materials.

For damage by smoke or fire, BELFOR uses state-of-the-art cleaning processes, including particulate removal sponges, ionized air washing and a variety of deodorization techniques.

To protect against mold and bacteria, and to guarantee complete decontamination, we use a variety of hi-tech procedures such as gamma radiation or electron-beam radiation.



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MACHINERY AND EQUIPMENT RECOVERY AND REFURBISHMENT

Following a fire, flood or other form of contamination, manufacturing equipment, machinery, mechanical parts and work in progress can suffer irreparable damage from corrosion, abrasion or other physical damages. BELFOR's immediate stabilization services include protecting affected surfaces and applying effective environmental controls and decontamination procedures to enable the restoration of equipment. In the event that machinery requires repair or refurbishment in addition to decontamination procedures, BELFOR can coordinate or provide total restoration and proper reinstatement.



Typically, it can take months to recover from the loss of a machine as you wait for it to be assessed, repaired, refurbished or replaced. BELFOR's knowledge, technical experience and access to countless teams of mechanical engineers and specialists ensures that your down-time is minimal, allowing your machinery to be returned in original working condition so that you can get back to your business.

Replacement part acquisition can be a critical component to the process of getting back to business. BELFOR's long history in the disaster recovery industry has allowed us to develop strong relationships with OEMs across all industry sectors, allowing us to expedite an oftentimes lengthy process. Less interruption to your operations means greater cost savings to you and your business.





ELECTRONICS RESTORATION

In a digital world, there is no greater impact to cripple a company than the loss or damage to its technology system. Without access to data, computer systems, servers or any technology, a company cannot provide even the most basic service to existing and prospective clients.

For more than a quarter century, BELFOR has been a pioneer in the field of decontamination and recovery of technology and electronics equipment. Led by our revolutionary research and development laboratories in Europe, we use our vast, international resources and knowledge base to create unique equipment, solutions and technical processes in order to provide the best possible outcome for even the most sophisticated technology crisis.

Our highly skilled technical staff work on site in dedicated labs with the latest technology to offer:

- Inspection, decontamination and testing carried out to highest standards
- Proprietary chemical processes
- Ultra fast vacuum drying techniques
- Close cooperation with manufacturers and service representatives to safeguard maintenance and warranty agreements

The sheer number of cases we have encountered of electronics corrupted by every possible disaster-related contaminant, including total submersion, has given us an immeasurable advantage in experience and knowledge. BELFOR has successfully restored electronics used in all sectors of the economy, including:

- Computers and servers of every size and type
- Telecommunications equipment
- Medical treatment and research equipment
- Semiconductor tools: front and back end equipment
- Unique data research equipment
- Control systems in power stations, including nuclear
- Control systems for manufacturing and production
- Information satellite control systems
- Agriculture and food production equipment



SEMICONDUCTOR EQUIPMENT SERVICES

With specific expertise in the decontamination of both “front-end” and “back-end” semiconductor equipment, BELFOR has the skills and practices to manage preventative and corrective maintenance activities at semiconductor facilities, returning them to normal operations as soon as possible following a crisis.

Clients are offered the full protection provided by trained professionals to regulate and maintain stable, productive, controlled environments that comply with the latest industry standards. We understand how to perform decontamination services in operating cleanrooms from both chemical and particulate perspectives.

BELFOR can also decontaminate, evaluate and arrange transportation of semiconductor equipment globally, giving customers the assurance that it is being done safely and in compliance with applicable regulations.



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ENVIRONMENTAL SERVICES

From mold remediation to indoor air quality testing and hazardous materials abatement to site remediation, BELFOR is your single source provider for environmental services.

Mold Remediation

With decades of experience, BELFOR's mold remediation teams are considered the best in the industry. We offer comprehensive mold abatement services, from initial air quality testing and mold identification to remediation and final clearance testing. Our specially trained technicians employ the most up-to-date dehumidification and air purifying equipment, following the Environmental Protection Agency (EPA) guidelines for indoor air quality.

Hazardous Materials

BELFOR Environmental has the experience, resources, and infrastructure necessary to deliver fast, reliable emergency services. We manage hundreds of environmental jobs annually, including renovations, demolitions, retrofitting, soil remediation and emergency spill response.

Teams of spill response professionals are on call 24 hours a day, 365 days a year. We maintain "pre-stocked" trucks and trailers that contain sufficient equipment and materials to stabilize and clean up most chemical and petroleum spills, whether land or water-borne.

Because of our national presence and broad range of experience, we understand compliance, safety, health and transportation regulations across the U.S.



BELFOR is proud to have co-authored the mold remediation standards of IICRC (Institute of Inspection Cleaning and Restoration Certification).

Environmental Services

- Emergency Spill Response
- HAZMAT Transportation and Disposal
- Asbestos and Lead Abatement
- Mold Remediation
- Structural and Machinery Decontamination
- Facility Turnaround and Decommissioning
- AST/UST Cleaning and Removal
- Treatment System Construction and Operation
- Facility Deconstruction
- Large-Scale Soil Excavation/Removal
- Remedial Construction



NAT-23234-1

TECHNICAL SERVICES

Research & Development

Through applied research and development of patented cleaning products and restoration procedures, BELFOR professionals work at incident sites and in our own well-equipped R&D central laboratories to develop new solutions and restoration technologies. As the global leader in decontamination and disaster recovery services, we will always push the boundaries of exploring new and innovative restoration techniques while maintaining strict quality control. Our international decontamination specialists and research and development laboratories develop specific decontamination solutions for a wide variety of unique contamination situations. It is our commitment to innovation that drives BELFOR to service our clients with the very latest methodologies and products, backed by our meticulous data-driven research.

Consulting Services

BELFOR offers post-disaster consulting to determine the scope of damage incurred in any disaster situation. A detailed technical report is the deliverable that will outline options for best, safe and fast recovery that include any repair, refurbishment or reconstruction recommendations.

BELFOR has the necessary experience and knowledge to provide consultation regarding the transportation of hazardous contaminants in accordance with the stringent transportation regulations for dangerous cargo. As a turnkey solutions provider, BELFOR can provide decontamination of any equipment and tools before fulfilling necessary transportation requirements. We provide the necessary documentation to declare the status of the damaged tool or machinery to any transportation regulatory authorities, freight forwarders or recipients of contaminated materials.

Drawing from BELFOR's in-depth knowledge of site damage and recovery experience, insurance companies often use members of our Consulting division to help determine loss amounts in disaster situations. In addition to recovery information, BELFOR consultants can research local building codes and provide construction schedules. In many cases, BELFOR consultants can be retained to oversee repairs made by contractors and to monitor/control costs.



Our standards in quality control and technical transparency match the requirements of even the most demanding of customers.

BELFOR Employs Some of the World's Leading Experts on Restorative Treatments and Applications

- Document technicians
- Mold specialists
- Chemical scientists and engineers
- Engineers for machines, electronics and structures
- Accredited technicians for drying technology and measurement
- Asbestos removal
- Environmental scientists
- Accredited contingency planners
- Experienced restoration practitioners for seminars and training

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BELFOR CARES

Realizing it's not only WHAT we do that's important but HOW we do it, we at BELFOR are committed to serving our communities. From our social responsibility to protect the environment, to donating supplies, and to hosting emergency preparedness seminars, BELFOR cares. We believe in supporting our communities on a national and local level — before, during and after a disaster.



Sheldon Yellen, CEO of BELFOR, experiences the frontline of disaster restoration on CBS' "Undercover Boss."

QUALIFIED
Remodeler
Top **500**
Remodelers 2011

#1 Remodeler — Since 2001 **(Qualified Remodeler Magazine)**

The National Association of the Remodeling Industry and the Remodelers Council of the National Association of Home Builders recognized BELFOR USA Group as the #1 Contractor for the 2011 Qualified Remodeler's list of Top 500 Contractors. BELFOR has received this distinguished honor every year since 2001.



BELFOR — Your Partner in Green

As a company who values the environment and the preservation of our natural resources, BELFOR has taken steps in day-to-day operations to reduce waste and streamline worksite efficiency. Whether through on-site sorting of trash or the re-use of salvageable pieces for reconstruction projects, BELFOR has invested both time and energy to putting environmental-friendly practices in our every day business processes. As the worldwide leader in disaster recovery and property restoration, we take a leadership role in crisis situations, and the movement toward upgrading residential homes or bringing commercial buildings to LEED certified standards is no different. As a partner who looks out for our clients, BELFOR can help your business realize cost savings through energy efficiencies as well as advise on tax rebates, zoning allowances and other local and state incentives for upgrading your home or building to meet LEED certification standards.



LEED Certification

Leadership in Energy & Environmental Design (LEED) is a green building certification system developed by the U.S. Green Building Council (USGBC) as a third-party verification that a building is designed or remodeled using strategies to affect positively: energy and water efficiencies; CO₂ emissions reduction; improved indoor environmental quality; stewardship of resources and sensitivity to their impacts. As a USGBC partner, BELFOR has the capacity to update restoration and reconstruction projects to meet rigorous LEED standards. Our restoration and construction teams work with LEED-certified APs to ensure that all meticulous standards are met, especially where integrating these guidelines into a damaged facility can be quite tricky. However, dedication to conservation and sustainability has remained a critical BELFOR hallmark, proven by the number of LEED-certified professionals found throughout our company.



The Restoration Fleet

In the face of disaster, you can count on BELFOR's vast resources. BELFOR owns the largest fleet of restoration equipment in North America, including: an extensive equipment inventory warehoused at all BELFOR offices; 30 mobile warehouses of equipment; 1000+ vehicles; and a state-of-the-art, 53-foot BELFOR Command Center.

BELFOR IS AN ACTIVE MEMBER OF THE FOLLOWING ORGANIZATIONS:

- Restoration Industry Association (RIA)
- Institute of Inspection, Cleaning & Restoration Contractors (IICRC)
- Risk & Insurance Management Society (RIMS)
- 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 (IAQA)
- 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 and University Food Services (NACUFS)
- Restaurant Facility Management Association (RFMA)



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PROMISE

THE BELFOR PROMISE

To do our very best, every time.

To ensure your best interest is

always at the forefront.

To stand behind our word and

to give you our all —

every second, every minute, every day.



1.800.856.3333

24/7 National Emergency Hotline

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185 Oakland Avenue, Suite 150

Birmingham, MI 48009-3433

Toll Free: 888.421.4111 Direct: 248.594.1144

Fax: 248.594.1133

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