



**BRINGING YOU BACK TO BUSINESS**



**Your Global  
Partner in  
Disaster  
Recovery**



# About BELFOR

BELFOR is the world's largest disaster recovery service provider, with over 11,100 employees, spread across 55 countries and with more than 450 branches. Within Asia, BELFOR can support disaster incidents across the region with over 210 experienced employees.

Last year, BELFOR globally completed more than 250,000 disaster recovery projects, whilst BELFOR Asia was called to undertake inspections at more than 1,500 sites within the Asia region.

We assess and recover/reconstruct property affected by disaster incidents such as fire, explosions, earthquakes, typhoons, wind, flooding, rain, water ingress, chemical spills, or following environmental contamination. We bring together knowledge, experience, technical processes, chemicals, and tools, to carry out recovery of industrial and commercial property. We can also provide turnkey and QuickStart solutions.

BELFOR will implement loss mitigation measures immediately following disaster incidents and provide a wide range of recovery options to help you to resume your business operations within the shortest possible period of time. Disasters happen at any time, in any place, and especially when least expected. At the time when you most need help, BELFOR is here to bring you back to business.

Wherever and whenever you need us – 24 hours a day, 365 days a year – we are there to help recover your property and restore your business.



**24 hours a day, 365 days  
a year – we are there to help**



# Facts and Figures



Global Market Leader in Damage Restoration

Experts in minimising Business Interruption

Integrated into a strong international group, represented in 55 countries



**90%**

Geographic Coverage of Global Insured Markets



**450+**

Offices Worldwide



**11,100+**

Employees Worldwide

**250,000+**

Recovery Projects per Year



**Disaster incident**



**Site inspection**



**Loss mitigation**



**QuickStart**



**Selected re-work**

on some machinery for long term stability, building decontamination and building reconstruction (interior)

**QuickStart** is a programme designed to get facilities up and running again, so that production can resume quickly. It covers partial cleaning, precleaning, equipment drying, corrosion removal, lubricant application, equipment repair and testing.

# Our work flow



**Decontamination and recovery of equipment** deemed recoverable, building decontamination and building reconstruction (interior)



**Damage assessment report**





## The first 24 to 48 hours after a fire incident are critical



When a fire incident occurs, your business operations will come to a halt. The first 24 to 48 hours after a fire incident are critical for recovery. An effective emergency response that quickly stabilises the facility and equipment, ensures the recovery of as much property as possible. The acidic composition of soot and smoke damage that is a by-product of the incomplete combustion of various materials during fires, accelerates the deterioration and corrosion of building components and vital assets. To compound the problem, fires are most frequently extinguished with dry chemicals or water.

# Fire Damage Restoration



### Why loss mitigation is an important first measure

Damage to equipment and machinery does not stop when the disaster incident stops. In fact, most of the damage to equipment, machinery and building contents which were not in direct contact with the fire occurs after the fire incident. This is due to the onset of corrosion on exposed metallic surfaces, which starts from the moment soot gets into contact with exposed metallic surfaces. In addition, mould growth on surfaces occurs as a result of exposure to fire extinguisher water and high humidity environments. You can freeze the corrosion process and mould growth by performing loss mitigation measures. This may include

stabilising environmental conditions with specialist equipment to control humidity levels, pre-cleaning and applying preservation chemicals to protect surfaces from corrosion. Loss mitigation helps to buy you time while assessing what steps you should take next. By stopping the deterioration process, you give yourself options; option to decide whether equipment should be replaced, option to repair machines that may take up to a year or more to be replaced, option to start operations as quickly as possible with the existing machines following a recovery when there is a time pressure to meet customers' demands and or contractual obligations.

# Water Damage Restoration

Water intrusion into buildings can be incredibly destructive. Over time, excess moisture can cause issues within an indoor environment. Without proper water extraction, decontamination and drying, numerous long-term effects can take hold of a building and cause long-lasting structural damage as well as pose numerous health risks due to the growth of microbial.

Any type of water ingress should be taken seriously, and proper water damage restoration is a key part of recovery. This intervention should be prompt and effective, and it's important to act within the first 24-48 hours to minimise the potential short and long-term effects of water damage.



# Machinery and Equipment Recovery

## Fire

A fire incident can lead to machinery and equipment being exposed to high temperatures, potentially corrosive contamination in gaseous form, and electrically conductive contamination in the form of soot.

Components of equipment that have been damaged by high temperature must be replaced with new spare parts. Contaminated equipment with no visible thermal damage may be exposed to soot and other gaseous. Soot can cause corrosion to metallic surfaces of machinery and equipment, leading to damage of equipment.

Our specialists will use multi-step cleaning process to disassemble, degrease, remove corrosion and reapply surface protection to prevent rusting. This is done using proprietary BELFOR agents and BELFOR techniques such as ultrasonic cleaning, high pressure spray or manual cleaning by our specialists.

## Water

Water ingress situation can result in machinery and equipment being exposed to corrosive contamination and electrically conductive contamination. If not cleaned up properly, corrosion will occur and the water residing inside the equipment can lead to further damage.

Machinery parts are pre-cleaned using high pressure cleaning to remove contaminants and dry using special equipment. Machines are disassembled to clean inaccessible areas. Electrical components are replaced and mechanical parts that are damaged such as bearings and belts are replaced and lubricated. Machines are then tested and recommissioned.

## Impact

Impact damage to equipment (usually during transportation or accidents) often results in permanent damage to a number of components in the area of the impact. However, other components or equipment are unaffected.

Recovery of such equipment simply involves removal of damaged components and fitting of new replacement spare parts, followed by recommissioning.



# Building and Contents Recovery

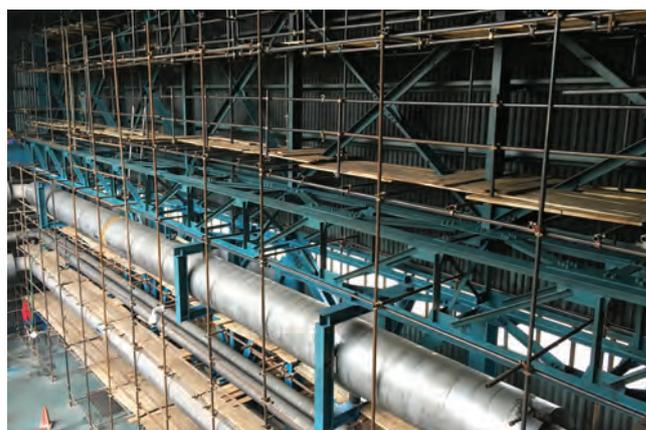


**Our specialists clean and restore building structures and content items, depending on the degree of damage**



A fire can cause soot contamination which can be harmful to health. Our specialists can clean and restore building structure surfaces and content items, depending on the degree of damage. Interiors such as damaged walls, windows and HVAC (Heating, Ventilation, Air conditioning) systems will be cleaned, repaired or replaced, depending on the extent of the damage.

Water damage can result in structural damage and content damage. Contaminated water can pose a health risk as well. Our specialists will pump out any water and assess the damage. We safely remove and dispose any furnishings and contents that are damaged beyond repair. More importantly, we clean and decontaminate the building to remove any potential environmental, chemical, and/or biological contaminants. The building will be inspected for structural damage by experts. Lastly, the property will be completely dried and dehumidified to ensure that no residual water remains.



# Mould Removal and Remediation

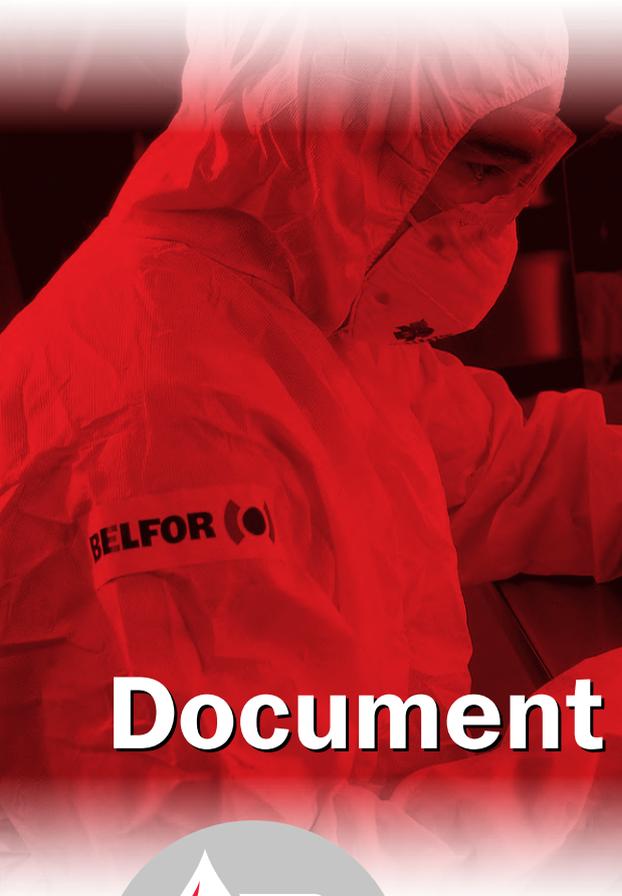
Mould grows due to water damage or issues with excess moisture. It can have detrimental effects on health. Mould can affect the structural integrity and air quality of the property. It is important to quickly and effectively remove mould before it can cause further damage to property. Mould is treated or remediated depending on the severity.

## Mould treatment

Disinfection, drying and removal of the visible infestation.

## Mould remediation

After removal of the mould layer and contaminated carrying materials, such as wallpaper, timber, plaster, concrete, the property is ready to be restored.



## Document Recovery



Critical documents and data can be contaminated or damaged during fire, flooding or water ingress incidents. BELFOR has the capability to recover a wide range of documents, utilising our freeze-drying technique. Documents are frozen immediately to prevent further damage. We use vacuum-freeze dryers, thermal vacuum-freeze dryers and molecular sieves specially designed to restore books, documents and paper materials. After drying is complete, often no further restoration is required.

# Sanitisation and Disinfection

BELFOR provides sanitisation and disinfection services after biological contamination. We provide disinfection services for healthcare facilities, office buildings, schools, food industry and production sites. We use specialised disinfection agents and appropriate techniques to ensure legitimate disinfection. After disinfection, no infectious material or other harmful residues are left behind.

We also offer pre-incident disinfection as a preventative measure. Cold fogging is completed to remove airborne bacteria and viruses.



## Our approach

- Treatment of all direct and most indirect reachable building surfaces
- Disinfection of affected equipment, Heating Ventilation and Air Conditioning (HVAC) systems
- Fogging to eliminate airborne viruses and bacteria

## What we offer

- Dedicated and validated working protocol
- Intervention 24 /7
- Experienced specialists
- Specially trained personnel for these kind of projects
- In-depth and detailed preliminary risk assessment
- Preventative and post COVID-19 disinfection services

## For the environment

Committed to sustainable development, we act in the following areas:

- Waste management in compliance with local standards and the environment
- Traceability of collected waste materials



**We use specialised chemicals, appropriate techniques and validated protocols**



### **Time Savings**

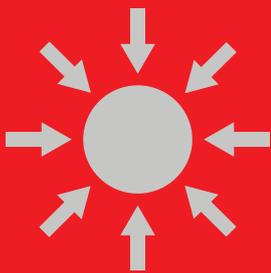
Ranges from 2 weeks to 72 weeks



### **Cost Savings**

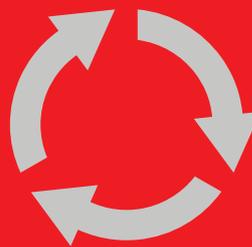
Up to 90% of replacement price

# **The benefits of working with BELFOR**



### **Single Source Solutions**

We have a wide-range of solutions for different types of damage to meet customer expectations



### **Sustainable Solutions**

Choosing recovery instead of replacement means using less water to minimise the impact on the environment



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