

**RED ALERT®**  
**CLOSING THE GAP IN YOUR EMERGENCY PLANNING**



**Minimise  
business inter-  
ruptions 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, 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. It is important to constantly adapt the planning to new contexts, risks and developments, to identify any gaps - and to close them with suitable measures and programmes.

### **... and RED ALERT®**

RED ALERT® is a service package specially developed by BELFOR to decisively minimise business interruptions following 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 measures are initiated without delay. This increases the chances of a quick, 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.“**

ELvir Kolak,  
CEO BELFOR Europe GmbH



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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 international  
hotline



Priority status



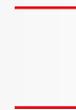
**Anytime.**



Service Level Agreements &  
binding response times



Industry experts as personal  
contact persons



**Anything.**



Location and sector-specific  
measures



### **Worldwide service**

With more than 450 locations in 55 countries and 11,100 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



### **Service level agreements & binding response times**

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.



### **International hotline exclusively for RED ALERT® customers**

With RED ALERT® you have access to our exclusive international 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.



### **Industry experts as personal contact persons**

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.



### **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 the waiting list, but will be given priority service immediately. This saves you downtime costs and means you are ready and able to act again faster than others. RED ALERT® thus offers you a real competitive advantage!



### **Location and sector-specific measures**

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.



# Smart even before the damage

RED ALERT® is not a one-size-fits-all product, but an individual package of measures 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® contract will then not only contain the services listed opposite, but also precisely the requirements you need so that your company can return to normal operations as quickly as possible after a claim.



**Discussion of your BCM Business Continuity Management Plan**



**Recording of company and location data -**  
✓ optional: 360° scan



**Definition of the Standard Operating Procedures (SOP)**



**Authorisation for immediate action and documentation of the damage within 24 hours**



**Integration of internal communication**



**RED ALERT® Certificate**



### Discussion of your BCM 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® help you limit the damage?



### Recording of company and location data - optional: 360° scan

In the event of a disaster, there is no time for detailed discussions. Every minute counts. That is why we familiarise 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.

- ✓ For on-site documentation, it makes sense to make a **360° scan of all locations**. In this „virtual twin“, all relevant building and inventory information is recorded to scale and stored. They can then be viewed in 3D in a decentralised manner and the building can be walked through. Due to the possibility of being able to move freely in the building virtually, risk management and we are oriented in the best possible way in the event of a loss. In addition, the claims teams can visualise the situation on site while they are still on their way.

- ✓ Another great added value is when you also make **all intelligent 3D building information** accessible to your building management department and the respective site management. These departments also benefit considerably from the „virtual image“ in their daily work.



### Definition of Standard Operating Procedures (SOP)

Together with you, we draw up a binding 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.



### Authorisation for immediate action and documentation of the 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® 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® Certificate

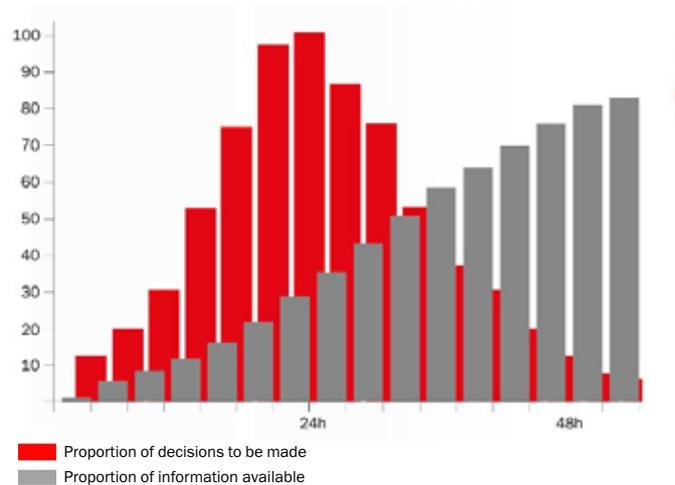
We confirm that you are well prepared for an emergency with a RED ALERT® certificate. Use the certificate for communication with your business partners and stakeholders.

# Bye-bye to long business interruptions

Everything is decided in the first 24h to 48h after a damage: whether consequential damage occurs, what it looks like and whether your company recovers completely from it. By immediately initiating stabilising 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 minimised. 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 for rapid orientation**

**Immediate measures - 360° DamageScan**

**Establishing our own infrastructure**

**First written report within 24 hours**



### **Immediate measures - 360° damage scan**

As a rule, teams are already on site at the first overview and begin with the protection, damage stabilisation and, if necessary, immediate measures. Particularly valuable are measures for machinery and equipment to be protected. Metal surfaces can be massively damaged by corrosive deposits (hydrochloric acid condensate) within a very short time.

Depending on the agreed emergency SOP, a 360° damage scan is carried out immediately so that all those involved can assess the situation and measures virtually and without having to be on site. Ideally, a 360° scan performed before the damage is now the reference. In addition, the 360° damage scan as a two-fold documentation avoids possible disagreements at a later stage.



### **Establishing our own infrastructure**

If no infrastructure is available on site until the restoration, BELFOR is quickly organised. 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 on the one hand the safeguarding and immediate measures are in full swing, on the other hand a lot of facts are collected so that a written report is available as soon as possible, ideally already with first remediation recommendations. Our aim is to provide you with this report after 24h. Our experience confirms that the sooner all those responsible are well informed and 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 natural 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 orientation**

What is crucial now 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, the 360° scans if necessary and all RED ALERT®-typical preliminary discussions are very helpful here. In addition, it is a matter of scheduling the manpower required to stabilise the situation and safeguard it. In parallel, rapid chloride tests and wipe samples must be carried out to assess the contamination and decisions must be made on the type and scope of immediate measures as well as the coordination of all necessary experts.

# On this expert power 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 do you find so many different experts worldwide working hand in hand under one roof. BELFOR standards are a reliable basis and synchronised for all training programmes worldwide.



## International standards - scalable manpower/resources

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

- Buildings (incl. disposal)
- Inventory (incl. document drying)
- Electronics
- Machines/Plants
- Reinstatement



### **International standards - scalable manpower/resources**

As a global market leader in damage restoration, BELFOR is represented in 55 countries. In addition, our „International Major and Complex Projects Team“ is ready for rapid deployment in almost any country in the world. Despite the shortage of skilled workers in Europe, we at BELFOR are able to mobilise the appropriate manpower and equipment resources promptly and have our own laboratories. 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.



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

A restoration job never consists of just one trade. In order to actually minimise business interruption times, many trades and experts have to work closely together and be coordinated. This goes far beyond the classic trades, because if laboratory analyses are not available promptly and machines and systems are not restored in parallel at the same pace, refurbished factory halls are of little use. That's why BELFOR is doubly important as your RED ALERT® partner.



### **• Buildings (incl. disposal)**

From professional disposal in consideration of the environment and recycling management as well as decontamination of soot-covered or contaminated surfaces to the removal of sludge and drying of floods and fire-fighting water.



### **• Inventory (incl. document drying)**

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 so that our specialists can save as much as possible.



### **• 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/Plants**

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 no replacement is available on the market.



### **• Reinstatement**

Buildings can only be used again when the roofs, windows, walls and floors are in proper condition. To ensure that no time is lost on the finishing trades, BELFOR often has these trades in its own ranks or takes over the coordination right from the start of the renovation.

It would go beyond the scope of this brochure to present our range of procedures in full. Here are four processes that have a particularly large impact on the time factor.

### PHASE 1: IMMEDIATELY AFTER THE DAMAGE



#### **BELFOR Drones**

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



#### **BELFOR 360° DamageScan**

- Virtual image with zoom, note and dimension/ floor plan function
- Automatic creation of photos, OBJ files, point cloud files, videos, etc.
- Objective document for quick and decentralised damage assessment

### PHASE 2: BOOSTER FOR REMEDIATION



#### **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 hrs.



#### **BELFOR Shrink-Wrapping**

- Process with heavy-duty, dense plastic film for e.g. emergency covers
- Also for airtight sealing (incl. airlocks) for closed interiors
- Avoiding 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!“**

Neil Healy  
Head of International Major & Complex Projects

# Industry experts for the restoration of special damages

BELFOR offers more solutions and services for damage restoration 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 70 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 all the more important to keep an eye on industry- specific requirements. Whether supply chain risks in the automotive industry, technically sensitive semiconductor production or the highest hygiene requirements in the food industry - BELFOR has experienced industry experts who can professionally 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**



**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 CSR and compliance guidelines. In our cooperation with you as a business partner, we rely on transparency and trust.



### **Quality assurance and standards**

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



### **Research and development**

BELFOR is constantly developing new processes in its international Technical Competence Centres with its own teams of engineers and scientists. These are continuously adapted to new materials and changing requirements.



### **Staff Training**

The competence of our employees is crucial for your trust and the success of our work. BELFOR employees continuously improve their know-how according to a fixed training plan. Wherever in the world the current assignment takes place, the procedures are just as identical as the specialist knowledge.



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

**250.000+**

Restoration projects per year



## **START TODAY, TO BE PREPARED TOMORROW.**

For closing the gap within your business continuity plan, it is only too late in the event of a damage.

Integrate RED ALERT® today according to the individualities of your organisation. If you are not yet in the dialogue and do not have the contact details of a personal contact person, send an email to [redalert@belfor.com](mailto:redalert@belfor.com).

Your contact person will get back to you as soon as possible.



[redalert@belfor.com](mailto:redalert@belfor.com)

[red-alert.belfor.com](http://red-alert.belfor.com)

Version 01-2021

