



**COMPLEX RESTORATION PROJECTS
AND MAJOR LOSSES**



**Use
know-how,
overcome
major losses.**



Before crises become disasters.

Some losses are clearly defined and manageable. But there are also situations that take on a completely different dimension: when, for example, major fires destroy entire production halls or water floods entire factory premises.

Whether caused by technical failure or a severe natural disaster, major losses in commercial enterprises of all kinds always have far-reaching consequences. Even a disruption in operations can have critical repercussions beyond the actual loss of production. Market shares can be lost, customer loyalty can be harmed and jobs put at risk.



“Major losses do not forgive mistakes. That’s why know-how and experience is so crucial.

Detlef Werner
Head of Major Losses Team
BELFOR Germany

Extreme damage, incalculable consequential costs.

BELFOR is there for you – so that a crisis does not become a disaster.

In addition to the clearly visible devastation caused by fire or water, major losses also have far-reaching financial consequences, which can quickly exceed the actual sum insured despite 100% coverage and payment.

And the greater the damage, the more decisive damage management is required in order to minimise consequential damage or far-reaching environmental impacts. Major losses are therefore extreme emergency situations that have to be assessed quickly and correctly.

This requires a great deal of expertise and even more experience in order to gain a quick insight. With us, you can count on both.





Mobilising all forces together.

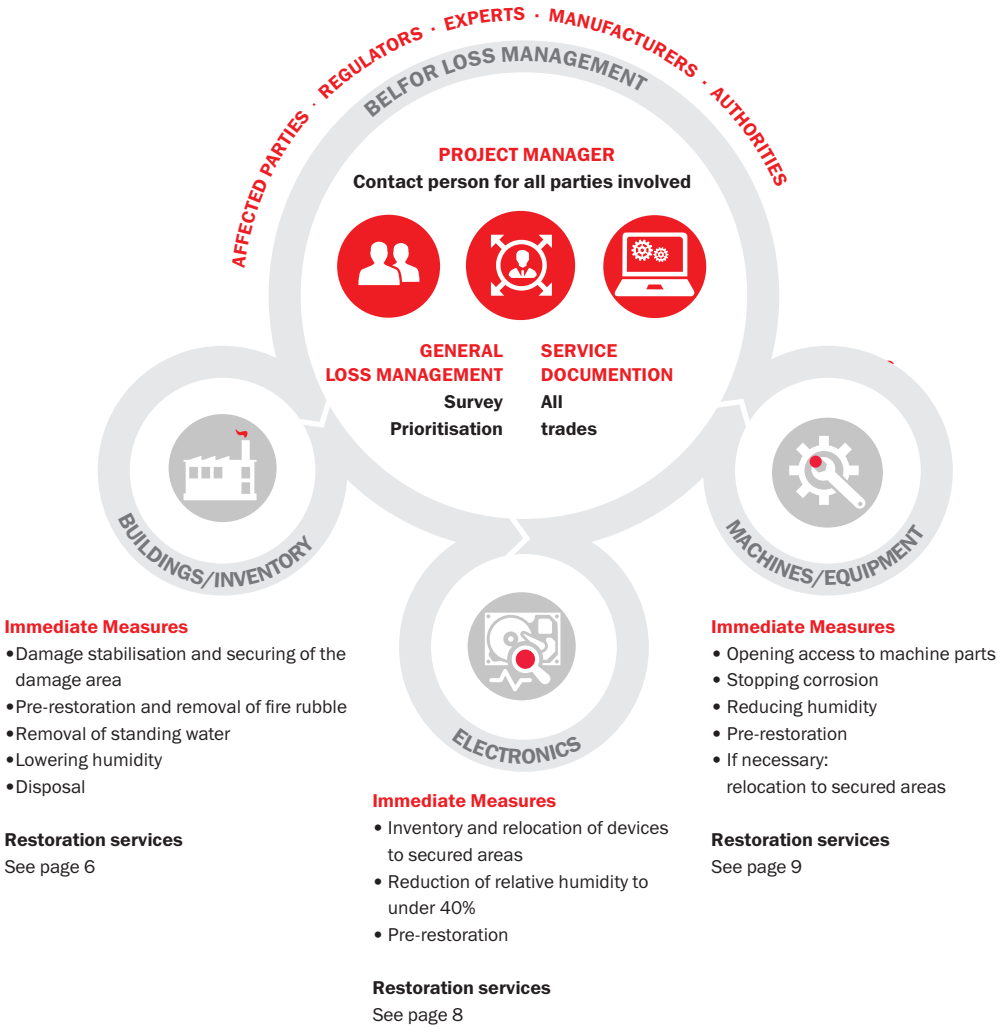
Major and industrial losses demand all resources.

Major & industrial loss claims can only be managed through professional, coordinated and fast and competent intervention in all areas. BELFOR has the necessary know-how and experience to stand by you in all phases: from initial measures to successful completion, with strong, end-to-end project management throughout.



- Initiation of the necessary immediate measures
- Deployment of a project management team experienced in major losses and familiar with the material and safety risks
- Preparation of a restoration plan with prioritisation and coordination by a single team
- Communication interface between affected parties, experts and insurance companies
- Use of heavy-duty trucks and state-of-the-art technical equipment
- Establishment of a temporary local BELFOR office if necessary

Immediate measures are crucial
to minimise the loss



Stopping losses through immediate measures.
Whether major fire or serious water damage: to keep consequential losses as low as possible, fast and competent action is essential.

Our team will ask the key questions on the phone, so that the right team of specialists can stop the loss through professional immediate measures.

Your BELFOR team knows what to do.

Tried-and-tested processes are the key to success.

Thanks to thorough systematisation of procedures and processes, we ensure a high level of process reliability and transparent costs – from the first report of the loss, through expert and quick decisions on immediate measures to the completion of restoration.

“Extinguished is not saved: Immediate measures must be effective!”

Lars Wylamowski, Project Manager, BELFOR Germany



COMPETENT RESTORATION OF BUILDING DAMAGE.

Following the immediate measures, the building – whether production hall, warehouse or office complex – usually needs to be restored. BELFOR at your side will carry out the building restoration professionally for you from planning, through coordination to accounting.

- Concept for the building restoration
- Decontamination and cleaning
- Dehumidification / Drying
- Restoration
- Monitoring of legal regulations



**“It’s a good thing we chose BELFOR’s emergency package.
That gave us peace of mind and saved us time in our claim.”**

Markus Ruschke,
risk manager of a logistics company

Maximum access to manpower and equipment.

BELFOR offers you the right service for claims of all sizes, including major industrial losses. To mobilise the corresponding resources quickly, we use synergies from our wide range of services as well as our large international network within the BELFOR Group.

In doing so, you benefit from our internationally harmonised standards.

We are the only restoration service provider to use the know-how of our own companies that have specialised in the restoration of machines, hazardous substances and the development of restoration chemicals.

We are experts in fine tuning.

Nothing moves without electricity!

Modern working life today depends around the clock on functioning electronic systems. When a loss interrupts this cycle abruptly, it's high time to call in the teams from BELFOR and BELFOR DeHaDe, the machine restoration experts in the BELFOR Group.

We offer you complete solutions for the broadest array of challenges, from PCs to medical devices or semiconductor production equipment.



ELECTRONICS RESTORATION

- Computers and servers
- Semiconductor industry: manufacturing tools and auxiliary equipment
- Laboratory analysis (testing and measuring devices)
- Locomotives and ship electronics
- Aerospace technology
- Medical electronics (therapy and research)
- Professional audio and video electronics
- Process control systems for manufacturing and monitoring
- Control systems for conventional and nuclear power stations
- Telecommunications systems

Production has the highest priority.

Overhauling and restoration of machinery and equipment is complex and requires great expertise. BELFOR has the necessary infrastructure and, in cooperation with BELFOR DeHaDe GmbH, our ISO 9001:2015 certified machinery restoration specialist, over 40 years of experience in the restoration and repair of machinery and equipment. Together with you, we manage to avoid long interruptions in operations and minimise production downtimes.



MACHINERY RESTORATION

- Dismantling of contaminated machinery and equipment
- Dismantling and decontamination in preparation for further use
- Installation of temporary solutions to avoid downtimes
- Restoration and repair of mechanical, electrical and electronic equipment by a single provider
- Refurbishment of the machines and machine geometry
- Continuous inspections for compliance with industry standards and customer specifications



Risk factor: Interruptions in the supply chain.

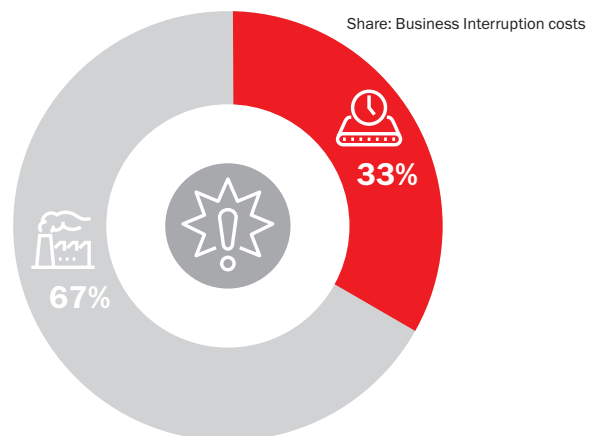
When equipment stands still, other companies are also endangered.

After a damage event, operational downtime and lost output are some of the biggest risks.

However, such damage can also have serious consequences for other companies: if important components in the supply chain fail, expensive interruptions are triggered at your and other customers.

We at BELFOR are aware of the importance of supply chain risk management and therefore, in consultation with you, prioritise the restoration of machinery that should for reasons of deliverability not be down for too long or for which there is no replacement available on the market.

Operational downtimes account for 33% of loss expenditure.



Share: Property damage costs

Source: Loss prevention in property insurance 2015/2016, report of the GDV Property Damage Prevention Committees

Be prepared.



Your company's fate is decided during the first 24 to 48 hours after damage occurs: whether more damage will occur, what form it will take and whether your company will be able to completely recover from it. By applying immediate measures without delay, you ensure that affected equipment, buildings and electronic systems are not damaged further by contamination, corrosion or other environmental influences and that disruption in your operations is kept short. Your emergency team only gets one chance to make the right decisions.

Why BELFOR offers RED ALERT®


- RED ALERT® is a programme coordinated with your company for the to respond to incidents.
- This means: BELFOR knows your company and initiates all necessary immediate measures to limit the damage.
- Experts on hand 24/7/365.
- The deployment takes place without delay and according to agreed priorities.
- BELFOR also prepares your employees in advance for possible emergencies.

Professional emergency planning with RED ALERT® is your competitive advantage.

The fastest possible response in your company minimises operational downtimes and the financial impacts of a loss.

Be prepared before the incident!

RED ALERT®: It's vital in an emergency!

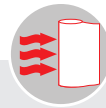


Help in any event: Restoration of special damages.

Specialists with industry specific know-how.

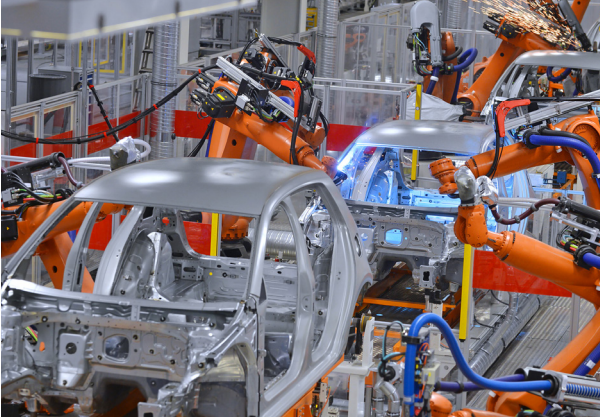
In our technical world, damage claims are not limited to individual buildings, but also affect wind turbines, ships or rail vehicles, for example.

It is also important to keep an eye on industry-specific requirements. Whether supply chain risks in the automotive industry, technically sensitive semiconductor production or the strict hygiene standards in the food industry – BELFOR has the special know-how of 7,000 restoration experts from more than 300 branches worldwide to master even the greatest challenges professionally for you.



SHRINK WRAPPING

- Stable and highly durable plastic film
- Fast, versatile and tight-fitting
- Weather protection that is far superior to conventional sheeting in terms of resilience and durability
- Custom-fit and protective film for rapid deployment
- Cost-efficient compared to conventional emergency coverings
- Effective partitioning solution



Competence Team AUTOMOTIVE

Getting it right: Claims in the automotive industry.

The automotive industry is a core industrial sector – not only in Germany. BELFOR knows the industry-specific requirements of manufacturers and suppliers and the importance of a reliable supply chain even in the event of damage.



Competence Team MARINE & OFFSHORE

Salvation after the storm: Restoration of vessels.

From a stricken vessel to offshore platform with storm damage - the BELFOR Team Marine provides quick and professional immediate assistance of any kind after any loss. Our long-standing restoration experts ensure that all disasters at sea, be they fire, storm or collision damage, are rectified quickly and efficiently.



Competence Team RAIL

All signals go: Restoration of rail vehicles.

We are also your competent partner for rail damage cases with extensive experience with various manufacturers and vehicle types as well as the various forms of damage and malfunctions.

“ Ready for any event.”



Competence Team **AIRPORTS & AVIATION**

Maximum safety: **Claims in the aviation industry.**

An assignment in the area of airports or in the aviation industry must meet the highest safety requirements in order to protect the life and limb of passengers. BELFOR is prepared for these special conditions – even on a very large scale.



Competence Team **SEMICONDUCTORS**

High-speed changes: **Renovations in the semiconductor industry.**

The semiconductor industry generally manufactures under the cleanest conditions, which must also be taken into account in restorations. We have developed special technical processes to restore even highly sensitive systems in the high-tech industry.



Competence Team **WIND TURBINES**

Full service: **Restoration of wind turbines.**

State-of-the-art technology and many years of experience make BELFOR a reliable partner for the restoration of wind turbines, also in offshore wind farms. We do everything in our power to minimise downtimes. With success: the average duration from notification to settlement of the damage is usually only three working days in Germany, and only five working days in other European countries.



Competence Team **CLEANROOM / FOOD / PHARMA**

Strictest hygiene: **Use in the food industry.**

Food production must comply with the strictest hygiene regulations. If parts of production are affected by damage, this applies all the more.

With BELFOR you are on the “clean side”.

As a damage restoration in Germany, we're ensconced in a strong international group, represented in 34 countries. This means we have constant access to transnational resources and expertise which we can use in a targeted manner in case of an emergency. Our employees are constantly exchanging knowledge and this enables them to intervene in even the most complex of incidents, e.g. after the hurricane in the US in 2017 or the flooding in France in 2017.



Global market leaders in damage restoration

Specialists in minimising business interruption

Ensconced in a strong international group, represented in 28 countries



90%

Geographical coverage of the insured markets worldwide



300+

Locations worldwide



9,200+

Staff members worldwide

250,000+

Restoration projects each year



With international synergy

Modern technology for maximum efficiency.

When damage occurs, people and technology must work together perfectly in order to handle the restoration quickly, with reliable processes, transparently and efficiently to everyone's satisfaction. To this end, we make use of state-of-the-art digital systems which, not least of all, make it possible to produce auditable accounts.



Your advantages:

- Faster procedures through recording of all relevant information
- Regular synchronisation of all procedures and information for all parties involved
- Complete transparency and traceability, accelerates decision making
- Comprehensive data collection, no lost documents or transmission errors possible
- Complete documentation down to the last detail and auditable accounting



BELFOR MoNA

Control and documentation of all phases of claims processing via BELFOR MoNA (Mobile Network App) in words and pictures. Ongoing synchronisation with our branch offices to provide data for our customers.

BELFOR iConnect

Direct data exchange with your IT environment via BELFOR iConnect. For transparency at the touch of a button in order management, project status, cost overview and controlling.



Controlling, documenting and optimising processes.

Keep claims within bounds.

Benefit as a BELFOR framework contract partner.

Whether as an insurer, property manager or industrial customer with a mass loss risk:

we offer our framework contract partners nationwide a uniform and transparent working method in an individualised form and provide their own sales contact for this purpose.



- Fast and competent interface for process control in the event of a loss.
- Development of individual service modules and ensuring high customer satisfaction.
- Exchange of key figures, process methods and market insights.
- Specialist events and training courses for employees
- Regular biannual key account reviews

Our framework contract partnership guarantees fast, transparent and professional handling of incidents with added value.



“You can rely on a strong partnership even in an emergency.”

Dirk Seliger, Head of Sales for Northern Germany,
BELFOR Germany



Binding standards you can count on.



When a loss occurs, it is important that you can rely on your partners one hundred percent. It's about the feeling of being in the best hands. We at BELFOR do everything we can to ensure that this is the case and make the highest demands on ourselves in order to justify your trust time and time again.



Corporate social responsibility

Respect, commitment and integrity are the core values of our company. We have defined this throughout Europe in clear CSR and compliance guidelines. In our collaboration with you as business partners, we rely on transparency and trust.



Quality assurance and standards

The quality management system of BELFOR Germany is naturally certified according to ISO 9001: 2015 and OHSAS 18001. In addition, proprietary BELFOR standards, which most often far exceed the usual requirement, apply to all processes.



Research and development

BELFOR continuously develops new processes at its Technical Competence Centre in Neufahrn near Munich with a dedicated team of engineers and scientists. They are constantly adapted to new materials and changed requirements.



Training of employees

Our staff members' competence is crucial for your trust and the success of our work. BELFOR employees therefore regularly develop their know-how according to a defined training plan.

Subsidiaries around the world for rapid response to incidents.

If a loss occurs, it is important to initiate the right measures immediately – with the help of experienced experts able to understand the complete situation on site. As a global company with many skilled men and women, we are prepared at any time to do precisely that.

- Our 24-hour emergency hotline ensures that we can be reached 365 days a year
- A central incoming incident department coordinates all incidents professionally
- A worldwide network of branch offices guarantees our quick presence on site



Companies and insurers from a wide range of industries rely on BELFOR's know-how:

Companies

Bombardier	Hilton
Bosch	Philips
Celesio	RTL
CERN	Siemens
AIRBUS	TAKKT
Goodyear	Wal-Mart
Hilti	...

***Excerpt from our list of customers**

Insurance companies

Allianz
ALTE LEIPZIGER
AXA
BGV
ERGO
Generali
HDI
Helvetia
HUK
INTER
LVM
NÜRNBERGER

PROVINZIAL
SIGNAL IDUNA
Sparkassen
Insurance
Versicherungskammer Bayern
[Bavarian Insurance Chamber]
VHV
WgV
Württembergische
Versicherung
[Insurance]
ZURICH
...

Property industry**

Vonovia SE
Deutsche TGS GmbH
Nassauische Group
Heimstätte Wohnstadt
Immeo Wohnen Service
Vegis Immobilien
...

****We are a partner of the DDIV.**



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Talk to us!

We'll be happy to advise you on suitable measures and emergency plans so that you're well equipped to handle anything that arises.

