

# COVID-19

## Essential Response Services

### The Highest Standards of Disinfection and Biohazard Cleaning Services Available Plus Essential Property Services and Added Support For First Responders

As we all come together to face this public health crisis and many shelter in place, BELFOR Property Restoration wants to reassure you that we are still offering **essential** services to the community, emergency first responders, senior living and healthcare facilities, grocery stores, pharmacies, municipal buildings and more.

**We are on the front lines of this crisis.** For example, just this week, our teams have built drive-thru Coronavirus testing centers in South Carolina and are being asked to duplicate this service in states across the country.

We have also been providing **disinfection and biohazard cleaning services** for commercial, industrial and public health facilities. Plus, cruise ships, major arenas, etc.

And, what happens when a grocery store has a water leak in their refrigeration system? Something once so simple is now a major problem because the virus does not stop the need for **essential repair service** for damages caused by fire, water and storms. Our teams are actively working and providing property restoration services when needed.

We are working closely with first responders -- police, fire and paramedics -- to do what we can to help them navigate safely through this situation and to do what we can to replenish emergency supplies of masks and personal protection equipment.

We are committed to helping our clients and our community in this unprecedented fight! You can count on BELFOR.

### **CLEANING PROTOCOL AND SCOPE**

This is not typical cleaning. Even with more than 25 years of environmental experience, we are taking this seriously as a company with a responsibility to protect our employees and our clients. All of our employees are working on a voluntary basis when asked to respond to COVID-19 infected responses. Plus, because of the inherent risks, we have partnered with a leading Industrial Hygiene firm -- **CTEH** -- to put together a generic protocol for COVID-19 disinfection. Each job will be assessed by a Certified Industrial Hygienist for a specific protocol written for the disinfection for that space.

If you have a confirmed or presumptive case and need a building disinfected, we will work with you to determine the appropriate scope, protocol and estimated pricing. All projects must be approved by our executive management team. Each request is considered on a case-by-case basis. Once approved, due to the unique nature of this work, you will be asked to sign a COVID-19 Work Authorization and submit a down payment for services.

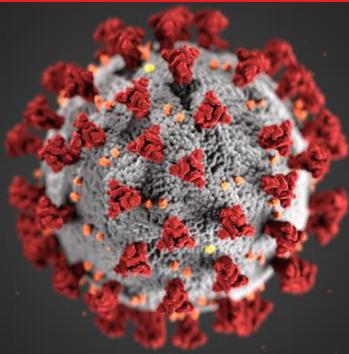
### **ESSENTIAL SERVICES**

**Our teams are still available to provide essential services -- to repair damages caused by fires, water and storms. We are still providing critical construction services where needed. For emergency service, call our 24-hour hotline at 1-800-856-3333.**

### **For Disinfection Cleaning Services:**

Call Your Local BELFOR Office or BELFOR Account Manager

**For Emergency Essential Services: Call 1-800-856-3333**



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## Environmental Response Solutions

### BENEFITS

- Electrostatic Mobile Application
- Kills 99.99% Pathogens Including Gram Negative Bacteria (E Coli), Gram Positive Bacteria (eg. MRSA), Viruses (Norovirus), Fungi, etc.
- Reduces Risk of Infection
- Reduces Downtime By 75%
- Helps Prevent Cross Contamination
- Meets CDC Guidelines
- Safe, Effective Disinfectant Solution
- No Harmful Residue
- Consistent and Uniform Disinfection For All Surfaces
- Touch-Free - No Wiping Required
- More Effective Than Foggers and Airless Sprayers
- Environmentally-Friendly

### OUR EXPERIENCE

BELFOR has responded to biohazard decontamination projects for more than 25 years. Our Property Restoration and Environmental divisions provide clients with well-trained personnel, safe work procedures and cost-effective services.

The knowledge and experience of our teams is second to none in the industry. And, we understand the importance and urgency of protecting your assets.

### NATIONWIDE RESPONSE

With more than 120 offices in the U.S., we have the resources and equipment to deliver services across the country.

BELFOR is ready and prepared to disinfect properties and environments threatened by COVID-19.

### HOW BELFOR CAN HELP

BELFOR offers disinfection services and biohazard cleaning for buildings and facilities exposed to contamination caused by fires, water, storms, mold, hazmat accidents, crime scenes, infectious diseases and viruses such as the COVID-19.

Our surface decontamination services are safer and more effective than most cleaning methods. We use small, portable electrostatic sprayers with solutions that can kill 99.99% of pathogens – including bacteria, fungi and viruses – and leave no harmful residue.

Our disinfection service also meets the Centers For Disease Control and Prevention (CDC) guidelines. We have also partnered with CTEH, a leading toxicology and environmental services firm, to assist with expert consultation.

If there is an outbreak or incident of COVID-19 in your facility, or if you are interested in trying to safeguard against COVID-19 contamination:

- Notify your local health department and defer to them for oversight and reporting requirements.
- Contact your local BELFOR office to request disinfection service or inquire about pricing. You may also call our National Call Center at **1-800-856-3333**. Each request will be evaluated on a case-by-case basis.

### OUR SERVICES

- Biohazard Disinfection and Cleaning
- Installation of Critical Barriers
- Risk Management Review
- Project Communication With Local, State and Federal Agencies
- Coordination With Industrial Hygienists and Other Subject Matter Experts