



MAJOR WATER DAMAGE – TALL BUILDINGS

Sam Dawson – Commercial Sales Director, BELFOR UK Ltd

Crisis Management in Tall Buildings - 30th September

BELFOR GROUP



Global leader in Property Restoration

Part of a strong International group, represented in 28 countries

Experts to reduce business interruption



>90%

Geographic Coverage of Global Insured Markets



300 +

Offices Worldwide



8.500 +

Employees Worldwide

250.000 +

Restoration Projects per Year



OUR PARTNERS

BESPOKE PROGRAMMES

- National & Global Contracts / Framework Agreements
- Corporate Emergency Response Programme



CORPORATE CUSTOMERS*

Bombardier · Bosch · Celesio · DHL · DLA Piper · Glanbia · Goodyear · Hilton · Iron Mountain · Jaguar Land Rover · Leonardo · Prudential · Refresco Gerber · Rolls Royce · Swiss Re · UBS · Verizon · Willmott Dixon.....

INSURANCE MARKET PARTNERS*

Allianz · Aon · Chubb · Crawford & Co · FM Global · Generali · HDI · Hiscox · Marsh · McLarens · Protector · QBE · RSA · Sedgwick · Travelers · TokioMarineKiln · WillisTowersWatson.....

*Extract of our customer and partner list

CORE RESTORATION SERVICES

- TECHNICAL DAMAGE ASSESSMENT
- IMMEDIATE MITIGATION MEASURES
- PROJECT MANAGEMENT
- TESTING, SAMPLING & ANALYSIS
- STRUCTURAL DECONTAMINATION
- DRYING & DEHUMIDIFICATION
- DOCUMENT RESTORATION
- ELECTRONICS RESTORATION
- MACHINERY RESTORATION
- MACHINERY REFURBISHMENT
- ODOUR CONTROL
- MOULD REMEDIATION





REWARD



WATER DAMAGE

ESCAPE OF WATER

- **Mains/Cold water feed**
- **Storage Tanks**
- **Fire suppressant system**
- **Waste Water/Black Water**
- **Rain water ingress**
- **Green spaces**

TALL BUILDINGS - ISSUES



TALL BUILDINGS - ISSUES

- **High volumes released**
 - **Water under pressure**
- **Construction methods**
 - **Modular construction**
 - **Reinforced concrete**
 - **Suspended ceilings**
 - **Trunking / Data cabling**
 - **Dry Risers**
- **Visible & Non visible water damage**
- **Sealed Environments – mechanical airflow / ventilation**
- **Mould Growth: Air Quality – sick building syndrome**

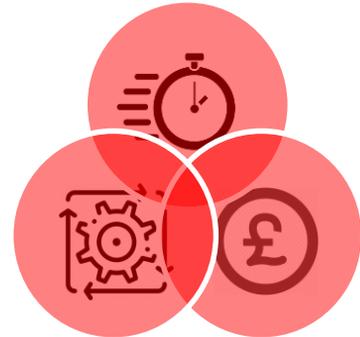
RESTORATION & RECOVERY

PRINCIPLES

- **QUICKER** than reinstatement
- **MORE** cost-effective solution
- **LESS** disruption

PRIMARY OBJECTIVES

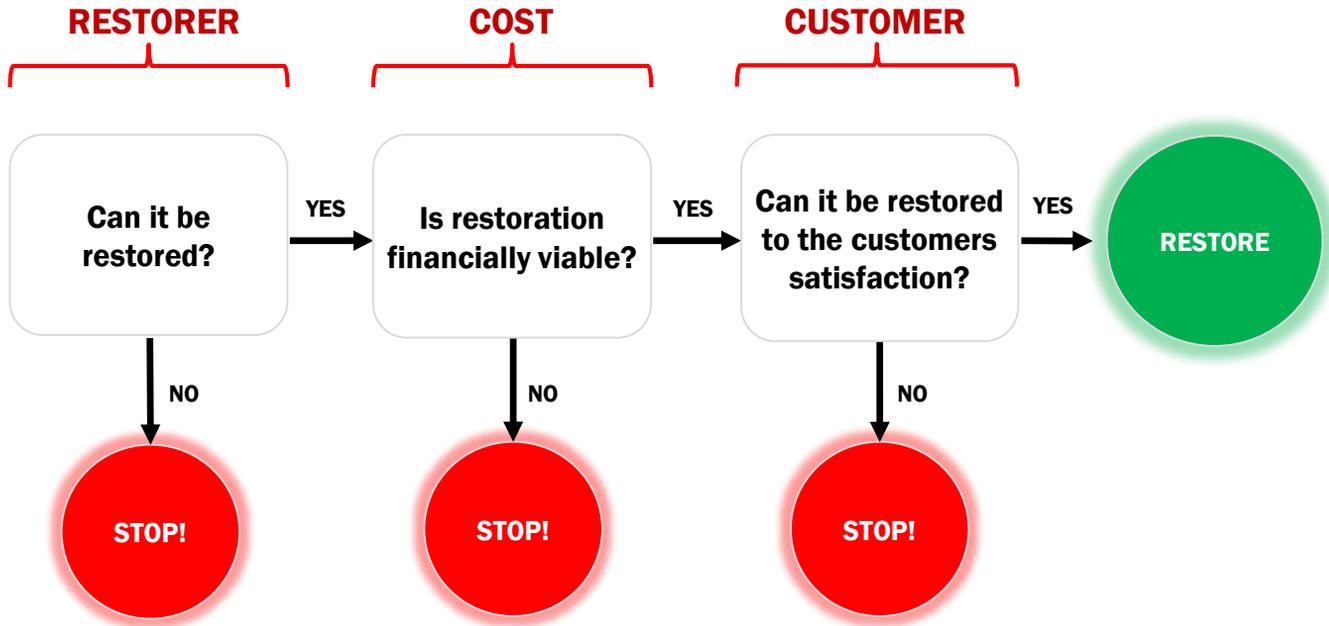
- **ASSESSMENT** - Provide professional assessment and analysis of the damage (type/extent) with recommendations for recovery options
- **MITIGATION** - Mitigate initial damage, prevent secondary damage
- **RECOVERY** – Delivery of solutions to minimise damage and return to ‘normal’



“Restoration has a 48hr window of opportunity”

“It is the duty of the insured to take reasonable steps to minimise the loss or damage to the insured property.”

WHEN TO RESTORE?



LOSS HANDLING APPROACH



INITIAL PHASE

IMMEDIATE MITIGATION & ASSESSMENT

- HEALTH & SAFETY MANAGEMENT
- TECHNICAL DAMAGE ASSESSMENT & ANALYSIS
- ENVIRONMENTAL CONTROL & STABILISATION
- TRIAGE & SALVAGE
- GROSS CLEANING
- INITIATE RECOVERY ACTIONS

*** INCIDENT!!! ***



SECOND PHASE

CORE RESTORATION & RECOVERY

STRUCTURES

- SPECIALIST DECONTAMINATION
- DRYING & DEHUMIDIFICATION
- ODOUR CONTROL
- LEAK DETECTION
- ASBESTOS REMEDIATION
- MOULD REMEDIATION
- ENVIRONMENTAL REMEDIATION
- BUILDING REPAIRS
- BUILDING REFURBISHMENT

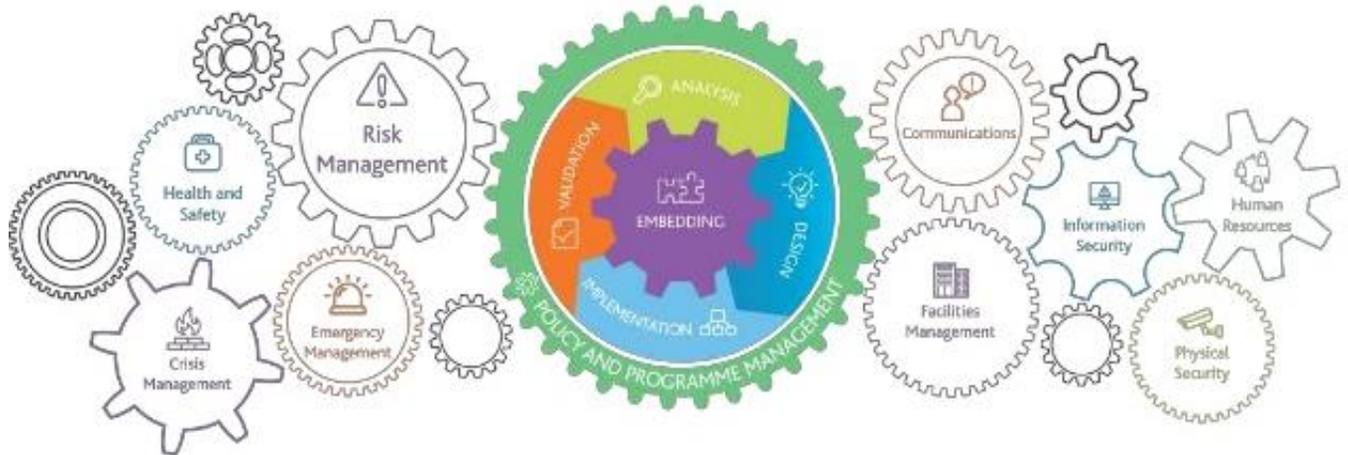
EQUIPMENT & ASSETS

- ELECTRONICS • CONTROL SYSTEMS • IT / TELECOMMS / AUDIO & VISUAL EQUIPMENT • PLANT • MACHINERY • TOOLING • DOCUMENTS • STOCK
- SPECIALIST DECONTAMINATION
- DRYING & DEHUMIDIFICATION
- REFURBISHMENT & REPAIR
- RE-ASSEMBLY & TESTING

SPECIALIST & SUPPORT SERVICES

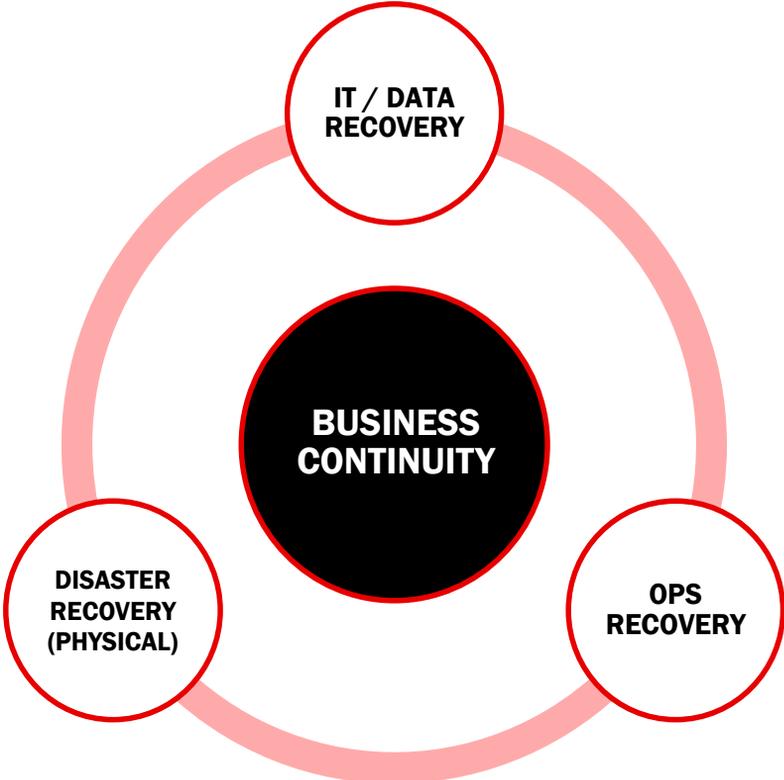
- SPECIALIST & HAZARDOUS WASTE DISPOSAL
- HIGH LEVEL & CONFINED SPACE ACCESS
- DEMOLITION
- SPECIALIST REMOVALS

BUSINESS CONTINUITY



*BCI Good Practice Guidelines 2018

BC - SOLUTIONS



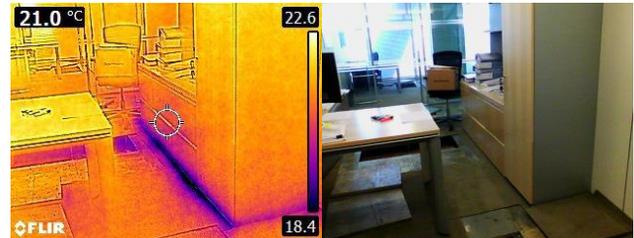
CASE STUDY

LOCATION: St Marys Axe (Gherkin), London

INCIDENT: Escape of Water



- 2" mains supply pipe burst to 23rd floor (joint failure)
- Caused major water damage to floors 22 & 21
- Priority Response customer – 3hr site response
- Suspended ceilings & voids, stilted floors, concrete floors, partition walls & voids, fixtures, flooring, services and contents affected
- Immediate Mitigation & Technical Moisture Survey completed to identify damaged areas
- Specialist target drying systems installed to remove moisture and return to pre-incident conditions
- Air testing with certification upon completion



KEYS TO 'RECOVERY' SUCCESS



+



RECOMMENDATIONS

ESTABLISH POLICY & PARTNER PROGRAMMES

- Engage stakeholders
 - Insurance carriers / Loss Adjusters / Restoration Co's / Suppliers
- Identify & address risks & requirements
- Develop, tailor & embed plans
- Implement solutions & service providers (SLA's)
- Meet, familiarise, define protocol & communicate
-TEST, TEST, TEST

.....WHEN IT 'HITS THE FAN'

- Quickly establish a 'Recovery Team' – structure & communications
- Listen to advice
- Identify and communicate priorities
- Efficient decision making
- Transparent & collaborative approach



Thank you for your attention



Sam Dawson

Commercial Sales Director

BELFOR UK Ltd

+44 (0)7770 226269

sam.dawson@uk.belfor.com