The UK’s leading disaster recovery and restoration experts

ISS Restoration: Approved and preferred suppliers for recovery, restoration and specialist cleaning services to...

- The Insurance Industry
- Commercial, Retail, Manufacturing and Leisure Organisations
- Local Authorities
- Education
- Health Services
- Property and Construction

The only restoration supplier offering the insurance industry the combination of:

- Quality
- Capacity
- Professionalism
- Trust

7 great reasons to trust ISS with your claims

1. The capacity to respond to any incident – large or small
2. Project Management as standard
3. Technical and Rapid Drying Systems
4. Fully trained staff
5. Genuine national coverage
6. Strong, stable and professional
7. Dedicated teams for best practice across all claims

If you would like peace of mind should the unexpected happen, it takes ONE CALL to ISS Restoration on:

0800 0855 134

One Call, One Response, One Solution

Interested in learning more? ISS Restoration has a team of Relationship Managers that would be delighted to discuss how we could help your organisation reach its disaster support and business continuity goals.

For further information please contact your regional branch below:

- Scotland and Northern England
  - Tel: 01756 790907
  - email: skipton@uk.issworld.com
- Midlands, Wales and East Anglia
  - Tel: 01889 570777
  - email: rugeley@uk.issworld.com
- London, South and South West
  - Tel: 0208 805 3376
  - email: london@uk.issworld.com

Back in Business

If you were very impressed with the quality and attitude of ISS Restoration staff

In my experience it is rare for a company to dedicate itself to providing exactly what the client asks for

The capacity to respond to any incident – large or small

In any experience it is rare for a company to dedicate itself to providing exactly what the client asks for

The UK’s leading disaster recovery and restoration experts
Our Services
ISS Restoration offers an extensive range of damage control, restoration and specialist cleaning services, including:

- **Electrical Restoration and Services**
  - Decarbonisation of electrical and electronic equipment, IT and PC systems
  - Portable appliance testing (P.A.T.)
  - Data Recovery
  - Electrical Safety Assessments
  - Temporary and Power Reinstatement

- **Contents Restoration**
  - Stock
  - Documentation
  - Hard Furnishings
  - Soft Furnishings and Carpet Cleaning
  - Storage Facilities

- **Technical Services**
  - Airflow Analysis
  - Deep and Clipping Cleaning
  - Specialist Cleaning (incl. confined space, at height and rope access)
  - Biological, Chemical and Chemical Analysis
  - Fluid and Chemical Spillages
  - Blood and Trauma
  - Bio-Remediation

- **Building and Restoration**
  - Drying and Dehumidification
  - Structural Deconstruction
  - Sanitisation and Deodorisation
  - Building Clean
  - Asbestos Treatment and Control
  - Site Management and Security
  - Repairs and Restoration

- **Mechanical Restoration**
  - Machinery
  - Electrical Equipment
  - Steam

Introduction
A fire, flood or accidental damage incident has huge potential to disrupt or even threaten the survival of any organisation. Should the unthinkable happen you need the fast response and professional support required to help minimise damage, business interruption and control costs.

As the UK’s leading disaster recovery and restoration experts, ISS Restoration are the professionals to call. We work in partnership with the insurance, commercial, retail, manufacturing, Property and Construction industries as well as local authorities, Education and Health sectors to ensure organisations large and small are back in business as quickly and cost effectively as possible.

With over 25 years’ experience in fire and flood restoration, and the strength of a worldwide organisation behind us, you can trust and rely on ISS Restoration to provide peace of mind, cost control and a comprehensive range of technical drying equipment.

In the event of a major loss or surge situation we have unlimited resources to respond. We deploy significant specialist manpower and equipment to swiftly complete the recovery process for both clients and policyholders on over 45,000 incidents per year.

Our Crisis Response support scheme gives peace of mind, with a first tail loss hours after an incident. Members benefit from professional advice, support and actions to mitigate and minimise the cost and impact of an unexpected event.

The Plant Manager expressed the client’s gratitude: “ISS Restoration handled this large and complex project professionally and efficiently, keeping our customers happy. Their attitude was ‘we are here to help you’ and their inclusion in the process was second to none.”

Case Study: Fire at a major food processing plant
Background
When one of the UK’s biggest producers of potato products was hit by fire, causing significant smoke contamination to a factory covering over £500,000, ISS Restoration had just 15 days to get the plant up and running again.

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**ISS believe a Project Managed approach to Disaster Recovery gives peace of mind, cost control and a comprehensive range of technical drying equipment.**

For large-scale incidents our team of Major and Complex Loss (MCL) Managers will be on site within 6 hours. We regularly deploy up to 100 technicians within 24 hours to support any significant incident, as well as assisting loss adjustors in managing the policyholder’s needs and expectations.

**ISS’s Project Managers and Restoration teams naturally manage all types and sizes of commercial claims.**

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Our Capacity
ISS Restoration’s extensive hybrid network of managed (commercial, and franchised (domestic) business provides genuine nationwide coverage. Strategic UK locations ensure an emergency response time within 2-4 hours, 24 hours a day, 365 days a year. All branches are similarly equipped, with trained and security checked permanent staff and a comprehensive fleet of technical drying equipment.

Our Crisis Response support scheme gives peace of mind, with a first tail loss hours after an incident. Members benefit from professional advice, support and actions to mitigate and minimise the cost and impact of an unexpected event.

Easy to join, it’s ideally suited to organisations with multiple sites, such as councils, local authorities and commercial/businesses. Membership ensures optimum support, best value and can be built into your Business Continuity Plans.

Building Drying and Restoration
Drying and Dehumidification
Structural Deconstruction
Sanitisation and Deodorisation
Building Clean
Mould Treatment and Control
Site Management and Security
Repairs and Restoration

Mechanical Restoration
Machinery
Production Equipment
Steam

Commercial claims are handled by our Regional Project Managers who respond to site within 24 hours to offer support, advice and perform an initial assessment of the optimum recovery process. Following a Damage Management Report, Disaster Recovery work is agile and commercial sensitive. Our managers continue to manage the recovery process on site and on budget.

Small commercial, Property Investor and Residential Estate type claims are now managed by our newest team of Property Team Leaders (PTL). These multi-disciplinary individuals are trained to assess, manage and efficiently handle smaller projects. Delving deep into prompt mitigation and restoration work from the first site visit and a cost acceptable for the smaller claim.

Commercial claims are handled by ISS Restoration’s domestic division, Rainbow International, with over 80 local franchisee operations and 450+ technicians throughout the UK and Ireland.

**Our Services**

**Advice, Support and Loss Mitigation**
- Emergency Response 24/7
- Damage Assessment and Report
- Details and Waste Removal
- Water Extraction
- Odour and Containment Control
- Sanitisation

**Technical Services**
- Adenovirus Analysis
- Deep and Clipping Cleaning
- Infection Control
- Specialist Cleaning (incl. confined space, at height and rope access)
- Biological, Chemical and Chemical Analysis
- Fluid and Chemical Spillages
- Blood and Trauma
- Bio-Remediation

**Contents Restoration**
- Stock
- Documentation
- Hard Furnishings
- Soft Furnishings and Carpet Cleaning
- Storage Facilities

**Electrical Restoration and Services**
- Decarbonisation of electrical and electronic equipment, IT and PC systems
- Portable appliance testing (P.A.T.)
- Data Recovery
- Electrical Safety Assessments
- Temporary and Power Reinstatement

**Mechanical Restoration**
- Machinery
- Production Equipment
- Steam

**Case Study:**

When one of the UK’s biggest producers of potato products was hit by fire, causing significant smoke contamination to a factory covering over £500,000, ISS Restoration had just 15 days to get the plant up and running again.

Our restoration team were second to none.”

The Plant Manager expressed the client’s gratitude: “ISS Restoration handled this large and complex project professionally, efficiently and effectively, keeping our customers happy. Their attitude was ‘we are here to help you’ and their inclusion in the process was second to none.”

The Project Managers supported the client’s gratitude by maintaining strict hygiene procedures and working with the Policyholders to prevent any further damage to the premises and equipment.

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Benefits include...
- A professional response (important in regional incidents and events)
- A Damage Assessment Report, issued within 24 hours
- Pre-agreed authority to mitigate the loss, reduce costs and prevent further damage
- Discounted work rates
- Emergency phone lines and contact cards for your organisation & staff

Our Project Managers and Restoration teams naturally manage all types and sizes of commercial claims.

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24 hour Support Line
Tel: 0800 0855 134
Fax: 0845 604 8639
Email: generalinsurance@issrestoration.co.uk

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Approved and preferred suppliers for recovery, restoration and specialist cleaning services to...

- The Insurance Industry (Insurance companies, loss adjusters, Claims consultants and Loss assessors)
- Commercial, Retail, Manufacturing and Leisure Organisations ( department stores, supermarkets, retail premises, food producers, etc.)
- Local Authorities (Councils and Utility companies)
- Education (Schools and Universities)
- Health Services (Hospitals, Surgery and PFI partnerships)
- Property and Construction (Building owners, agencies, Property developers and Managing agents)

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Building Drying & Restoration
Mechanical Restoration
Electrical Restoration & Services
Contents Restoration
Technical Services

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