Response, Reliability and Results
for Managed Property
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Response, Reliability and Results

*Polygon is a global provider of property damage restoration, property performance services and temporary humidity control.*

**Response**
Every year we help thousands of property owners. This experience and insight drives our development and ensures we are proactive in designing and delivering new innovative solutions to meet customer needs.

Every day we provide 24 hour coverage, delivered by a global network of over 2,000 skilled technicians and supported by Field.Link, our unique workflow management tool as well as a fleet of fit-for-purpose equipment to ensure a rapid, right first time response that mitigates loss and effectively manages cost.

**Reliability**
Our trusted, real world expertise and experience, coupled with innovation and technical excellence enables us to maintain consistently high standards and provide reliability at a time when it is needed most.

**Results**
Above all, our constant investment in people, technology and equipment, coupled with our insight, creativity and customer centric approach ensures we are able to deliver demonstrable, robust and repeatable results.
We understand that property is a valuable asset and should be treated as such. That’s why we have created a range of services that reduce risk and mitigate against damage, enabling property managers to maximise the use and therefore the return on property investment.

A partner that is reliable and proven is paramount to ensuring effective property management, protecting both your asset and your customers. Our commitment to the managed property sector is absolute.

In the following pages you will discover a number of innovations designed with you in mind - innovations that we believe coupled with our core service offering in property damage restoration, property performance services and temporary humidity control, will best serve everybody involved in property management - facilities and risk managers, agents and landlords.
Too many businesses never recover from a disaster caused by an electrical fire, or flood due to failings in the infrastructure of the property.

Our Property Performance Services can identify areas of concern with minimal cost and disruption and often provide recommendations for remedial action. With this peace of mind, customers have a robust platform to protect business continuity.

- Pre-loss mitigation
- Energy Performance Surveys
- Detecting leaking pipes
- Detecting leaking roofs
- Detecting faulty electrics
- Code Blue®
- Detecting building envelope leakage.
The key components of the Energy Survey are:
- Measuring current energy efficiency performance
- Identifying targeted improvement actions to increase energy performance
- Identifying further investigation requirements

The service is delivered through:
- Energy Performance Certification - in keeping with energy legislation (EPC)
- Air Tightness Test - measures to what extent unwanted drafts and uncontrolled air flows through the property (building envelope) and identifies areas of improvement within door and window seals
- Thermography survey - identifies construction defects, energy loss, air leakage and insulation breakdown
  - Also identifies energy loss and water damage within flat roofs to highlight preventative maintenance requirements.

We have developed a range of energy services designed specifically to support property owners in reducing their carbon footprint and complying with legislation.

In addition to the certification service required in many countries, we have developed a unique Energy Survey and Performance Management Programme. This service provides you with the data required to create an objective, structured and cost effective approach to improving energy performance, often as part of your routine maintenance programme, and supported by our tracking and audit function for measured tangible improvements.
It is estimated that a significant number of businesses never recover from a major property incident such as fire or flood.

Polygon’s Code Blue service offers a unique approach in helping organisations maximise the benefits of business continuity and disaster recovery plans. At its core, the programme aims to deliver a faster response to a property damage incident and therefore quickly stabilise business critical operations. This is achieved by identifying areas of importance throughout a building’s infrastructure and keeping a record of such priorities, so, in the event damage is suffered, emergency response teams can immediately start work.

Our response teams will stabilise business critical operations, minimise damage and disruption, immediately start restoration work and best ensure the property is not further compromised. This response ensures that you avoid substantial reconstruction work, your facilities are returned to pre-incident condition as soon as possible and restoration costs are significantly reduced.

**Level 1:** Simply register and we will provide you with a free Risk Awareness Questionnaire and deliver a Risk Profile. We will also provide you with your unique membership details giving you access to our industry leading restoration services.

**Level 2:** In addition to the benefits of Level 1, our site evaluation report identifies areas of importance - business critical operations and building’s infrastructure - to provide you with a Fire and Water business continuity report that fits seamlessly within your Business Continuity Plan. You can then be confident that in the event damage is suffered, our emergency response teams understand the priorities prior to arrival - stabilising business critical operations, immediately starting restoration work and ensuring the property is not further compromised.
Many businesses suffer severe disruption caused by an electrical fire, or flood due to damaged pipes and leaking roofs. Our pre-loss mitigation services can identify areas of concern throughout a building’s infrastructure with minimal cost and disruption. With this peace of mind, customers have a robust platform upon which to effectively protect business continuity.

**Detecting leaking pipes**
Using the latest proven scientific techniques such as acoustic profiling, thermal imaging, endoscopy or tracer gas technology, our technicians can identify the location of a hidden pipe leak quickly, cost effectively, precisely and with minimal damage to walls and floors.

**Detecting leaking roofs**
The latest technologies are also used to detect temperature differences in roof material to identify areas of trapped moisture and damaged insulation, enabling customers to take the appropriate action, whether that be a minor repair or in the worst case scenario - a completely new roof. This detection method is both non-destructive and quick. For example a 500m$^2$ roof can be scanned and assessed in as little as four hours.

**Detecting faulty electrics**
Infra-red cameras are used to detect differences in heat emissions, enabling us to identify areas and/or components that are running in excess of their power specification and therefore susceptible to failure. With this information, you can best decide the appropriate course of action.
Restoration services from Polygon have been employed in every conceivable scenario; from the repair of individual domestic properties, through large commercial loss to the remediation of some of the world’s largest incidents. The knowledge base gained in such diverse environments is transferred across the globe, ensuring consistency in standards and a rapid, robust, cost effective and efficient response.

- Damage assessment
- Water and flood damage restoration
- Drying
- Mould remediation and odour control
- Fire damage restoration
- Carbon removal
- Corrosion control
- Large loss property damage
- Claims surge
- Reconstruction
- Re-conditioning of home appliances
- Technical re-conditioning
- Document drying and restoration
- Carpet and upholstery cleaning
- Accidental damage
- Leak detection.
A fast, effective and appropriate response is critical in minimising the impact and cost caused by water and fire damage.

**Water**

Whether it is a minor leak or a major flood that has caused the damage, our highly skilled technicians minimise the impact of the incident, reduce secondary damage, manage costs and provide reassurance throughout the project.

Initial tests are performed to establish the length of time the property has been exposed to water, the amount of moisture that has been absorbed and how deeply the water has penetrated. Regular ‘moisture mapping’ checks are made and recorded in Field.Link to ensure properties are truly returned to pre-incident condition, providing the entire customer universe with complete peace of mind. This commitment is guaranteed with the provision of a certificate of drying for every property.

**Fire**

Our highly trained technicians quickly assess the damage to provide a clear definition on what can be remediated and ensure the correct, most cost effective course of action to restore efficiently and negate the risk of future consequential damage. The teams then employ a range of leading edge techniques to restore both the property and its contents.

All fire-damaged properties receive a guarantee that buildings, machinery and assets will be free from all incident related contaminates such as smoke and soot.
The cost of restoration ranges from 5%-30% of the cost of buying new equipment. This significant financial benefit is made even greater when you consider the administrative burden of sourcing replacement equipment and the business interruption costs during an extended period of downtime.

We are leaders in the use of CO₂ blasting for the re-conditioning of electronics and electrical equipment. Levels of cleanliness comply with industry standards and the timescale for restoration is often much shorter than the replacement time.

Working directly with manufacturers and distributors, we are able to understand the assembly of such equipment and act faster in its restoration and re-assembly.

Typical applications include power electronics, computers and office machines, medical equipment, telecommunication devices and electric panels.
Damaged paper quickly deteriorates, so a timely and appropriate recovery protocol is necessary to halt the progression of damage and protect what are often highly valuable and irreplaceable documents.

Our specialists are able to rapidly identify the correct recovery method, based on the value of the documents and the level of damage, always recommending the most fit-for-purpose option. For example, in the right circumstances and cost permitting, freezing documents can drastically reduce the time and cost of restoration. It also prevents the need for mould remediation, page separation and other, more expensive, corrective procedures.

Our technicians are well trained in information recovery and are up to date on the most advanced techniques available, such as freeze drying, blast freezing, microbial disinfecting, deodorization, soot removal, etc. Using such techniques enables our technicians to swiftly restore damaged documents either on site, or for higher value items, within a high-security facility.

This specialist service ensures that items of irreplaceable personal and even national heritage value are preserved for generations to come.
The damage suffered as a result of leaking pipes should not be underestimated - a 0.5mm leak could lose 20 litres of water every hour. Even if a leaking pipe is noticed, the cost and disruption associated with locating the source could be considerable. Too often walls and floors are unnecessarily damaged and there are no guarantees that the leak will be found.

Polygon has a portfolio of proven scientific techniques such as acoustic profiling, thermal imaging, endoscopy and tracer gas technology. Using a combination of these methods, our specialists can identify the location of a hidden leak quickly, cost effectively, precisely and with minimal damage to walls and floors. This fast and accurate approach not only mitigates against customer interruption, it reduces the material and labour costs associated with fixing the leak.
Since the 1940s Polygon’s real world expertise, industry leading experience, intellectual property and fit-for-purpose fleet of equipment has helped some of the world’s highest profile organisations effectively manage humidity and climate control problems.

- Construction drying
- Surface preparation and coating
- Industrial Process.

Our Temporary Humidity Control solutions deliver cost effective, timely and controlled environments whatever your application. Whether it is to provide a temporary environment for pharmaceutical trials, to prevent corrosion in high humidity areas such as dry-docks, to dry concrete prior to floor application, to better protect high value artefacts or negate the effects of seasonal variances in humidity on production floors; our complete solutions ensure business continuity, manage risk and create the right atmosphere.
As a pioneer in critical response services, Polygon continues to focus on listening, reacting and delivering on its customers’ requirements.

This commitment has enabled us to build an organisation of global significance, one that delivers a full range of property protection, restoration and temporary humidity control services first, fast and right first time.

Our constant investment in skills, technology and equipment supports the real world expertise and experience in our network of over 2,000 technicians to ensure our solutions are proven, repeatable, results oriented and cost effective.

Why choose us?