


# For when the unexpected happens



Planning, preparing and providing  
emergency response to minimise  
business interruption, when the  
unexpected happens.

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How long will it take your business to recover fully from a serious incident? What is the true cost of downtime for your business? Can you recover efficiently and effectively?

4

hours for us to arrive on site

With Primo+, you can rest assured that expert help will be immediately by your side, when you need it most.

60

years of experience  
working with insurance  
companies

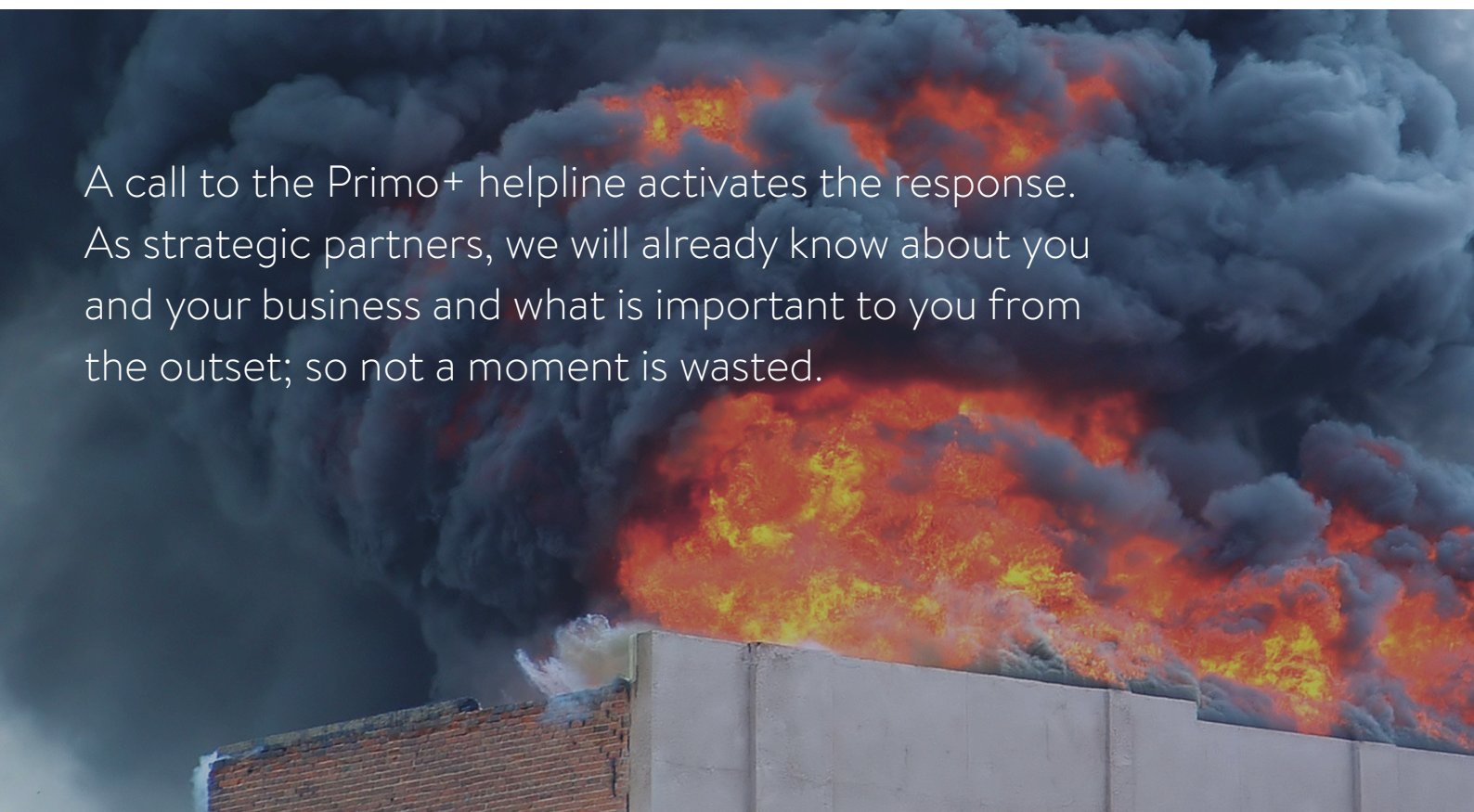
Primo+ membership is Polygon's Emergency response service, where Polygon Damage Management experts will be on standby awaiting your call, arriving on site in as little as 4 hours.

We provide you and your business with peace of mind and reassurance that you will receive priority access to our damage management experts in the event of an incident, meaning they will be at your door within hours to assess the damage and to start to mitigate any secondary damage immediately.

#### AN URGENT RESPONSE

Following fire or water damage, natural disasters or loss of environmentally controlled conditions, an urgent response is vital to minimise the consequential impact of secondary damage and Business Interruption, returning you to a pre-incident condition with minimum delay, protecting your reputation throughout. A full recovery and a return to business as usual is always our priority.

A call to the Primo+ helpline activates the response. As strategic partners, we will already know about you and your business and what is important to you from the outset; so not a moment is wasted.





Our teams will work with you to ensure you meet your Business Continuity Planning objectives, providing you with regular updates so that you have all of the information to hand for when you need it.

A call to the Primo+ helpline activates the response. As strategic partners, we will already know about you and your business and what is important to you from the outset, so not a moment is wasted.

Your details will already be logged in our systems, so you will be given priority and fast-tracked through to one of our experienced Project Managers. They will then organise the deployment of a Primo+ damage management team, who will arrive at the disaster location ready to complete your damage assessment report and to start the mitigation works required.

As part of Primo+, you will also receive (at no additional cost) a pre-incident survey of your most critical site. Think of it as a response plan for an event that hasn't happened yet. It also gives our technicians insight into your building, what's most important to you, and what needs to be prioritised should an incident occur.

As a Primo+ member, you will also receive (at no additional cost) a review of your Business Continuity Plan, so that we can make sure that Primo+ sits in the correct area of the plan. So that when your plan is activated, you will have everything you need to hand to contact us.

Your details will already be logged within our systems, so you will be given priority fast-tracking through to one of our experienced Project Managers.





# Experts in property damage control

Polygon manages thousands of projects every year for a wide range of customers all over the world.

We respond to incidents and emergencies causing all types of damage caused by:

- Fire
- Water
- Sewage
- Flooding
- Burst pipes
- Explosions
- Storm Damage
- Mould
- Sharps removals
- Bio-Fluids

## AFFECTING BUILDINGS, MACHINERY, ELECTRONIC EQUIPMENT AND DOCUMENTS

- Structural decontamination
- Water damage restoration
- Fire damage restoration
- Sewage decontamination
- Leak detection
- Water damage prevention
- Hard surface repair
- Electronic decontamination / restoration
- Mechanical decontamination / restoration
- Structural and property drying
- Decontamination of wind turbines
- Document & specialist contents restoration
- Climate & Digital Solutions
- HVAC decontamination
- Reinstatement works
- Confined space and high level access
- Corrosion stabilisation
- Drying and dehumidification
- Moisture monitoring
- Mould remediation
- Odour control
- Strip out and disposal





# FAQs

## I already have insurance....

Great! Polygon have long-term contracts and relationships with most of the UK's largest commercial insurers. The chances are, we already work with your insurer and loss adjuster. Having worked with insurers for the past 60 years, we know all too well the amount of work that goes on in the background when you submit a claim. Very often, by the time an insurance company or loss adjuster appoints us, your incident is at least 4 days old. How would this affect you? Your Business Continuity plans? What would be the impact on your business? Your reputation? Does your plan allow for the additional delay?

Primo+ enables us to remove those unavoidable delays. We arrive on-site in as little as 4 hours after your instruction. Once we have assessed the damage, we will provide you with your damage assessment report, along with videos (at no additional cost), which will give you an indication of whether you will need to instruct your insurer or not.

Also, as part of your insurance policy, all policyholders are responsible for ensuring that the damage does not get any worse. By having Primo+ in place, you can potentially minimise the potential cost and lifecycle of a claim should your damage touch your insurance.

## What is included within my annual fee?

- Pre-incident survey of your most critical site
- Review of your Business Continuity Plan
- Emergency freephone number
- Personal reference number
- Disaster recovery experts on standby 24/7/365
- Emergency response to the site in as little as 4 hours
- Post-incident survey of the damaged site
- Team ready to start mitigation works as soon as we arrive on site
- Invitations to Primo+ networking and practical workshop days
- Post-incident reviews
- Dedicated account manager

## DISASTER RECOVERY EXPERTS ON STANDBY

# 24/7/365

# FAQs

## Do you just come and have a look?

No, the difference with Primo+ is that not only will we attend the site to assess the damage, but we will also attend the site with a view to starting mitigation works straight away, which, depending on the damage, may include:

- Removal of standing water
- Managing the environment
- Salvaging assets, affected and non-affected, to safe areas to prevent further damage/cross-contamination
- Protection of machinery and electronics
- Swab testing for chlorides
- Clearing and removal of debris
- Emergency power
- Stabilising the environment to prevent secondary damage such as corrosion and mould growth

## Sometimes it can take us a while to obtain a PO number. Will this delay the mitigation works?

No, as part of your Primo+ agreement, we will ask for a delegate authority, set by yourselves, purely for this purpose. It means we can start work without delay.

## What if I don't want you to start work? What if I just want you to assess the damage?

When you call the Primo+ emergency number, you will be asked if you want us to come to the site to assess or to assess and start mitigation works straight away.

## Can I call you out for smaller incidents? Or does it need to be a major disaster?

Each and every Primo+ client is different; they each have different priorities and different criticalities. What may be classed as a serious incident to one client may be business as usual to another. Primo+ comes with two levels of response. A Tier 1 and a Tier 2 response:

- Tier 1 – 4 hours – if the incident is:
  - Having an impact on your business
    - Financially
    - Reputationally
    - Operationally
  - If the answer is yes, then this is a Tier 1 response
- Tier 2 – 8 hours – if the incident is not having an impact on your business, but you would like some additional support.

The benefit of having both tiers is that you can call us for smaller incidents.

## Would I be able to qualify for a discount on my insurance for having Primo+?

It is a possibility that having Primo+ Polygon technicians would be on-site within hours of the incident, preventing secondary damage, therefore minimising the potential cost and lifecycle of an insurance claim. If you let us know who your insurance provider is, we can always ask the Polygon account manager to contact them to discuss Primo+ with them.

## We are a facilities management provider. Would we be able to have Primo+ for our client sites?

Absolutely! When things don't go according to plan on one of your sites, your client will look to you to solve their problem. Polygon is not a facilities management company; we are disaster, recovery and restoration experts, which complements what you provide to your clients, and of course, preparing for the worst puts you and your client in control right from the start.

“Preparing for the worst puts you and your client in control right from the start.”



# FAQs

Can I just call you out, without being a member?

Of course, you can; you can call us directly at any time. However, you will not receive a guaranteed response time, as Primo+ fee-paying members must come first. This is especially at times of surge, or localised incidents, as we will be dealing with our priority clients.

Do we get any type of discount on the services if we call you?

Primo+ is an emergency response service; the rates charged are our standard schedule of rates, so you will not be charged any more for calling us out, either during working hours or out of hours, other than our standard rates.

Primo+ clients do receive discounts on Business Continuity Planning work outside of the initial review of your plan.

What if I don't have a Business Continuity plan?

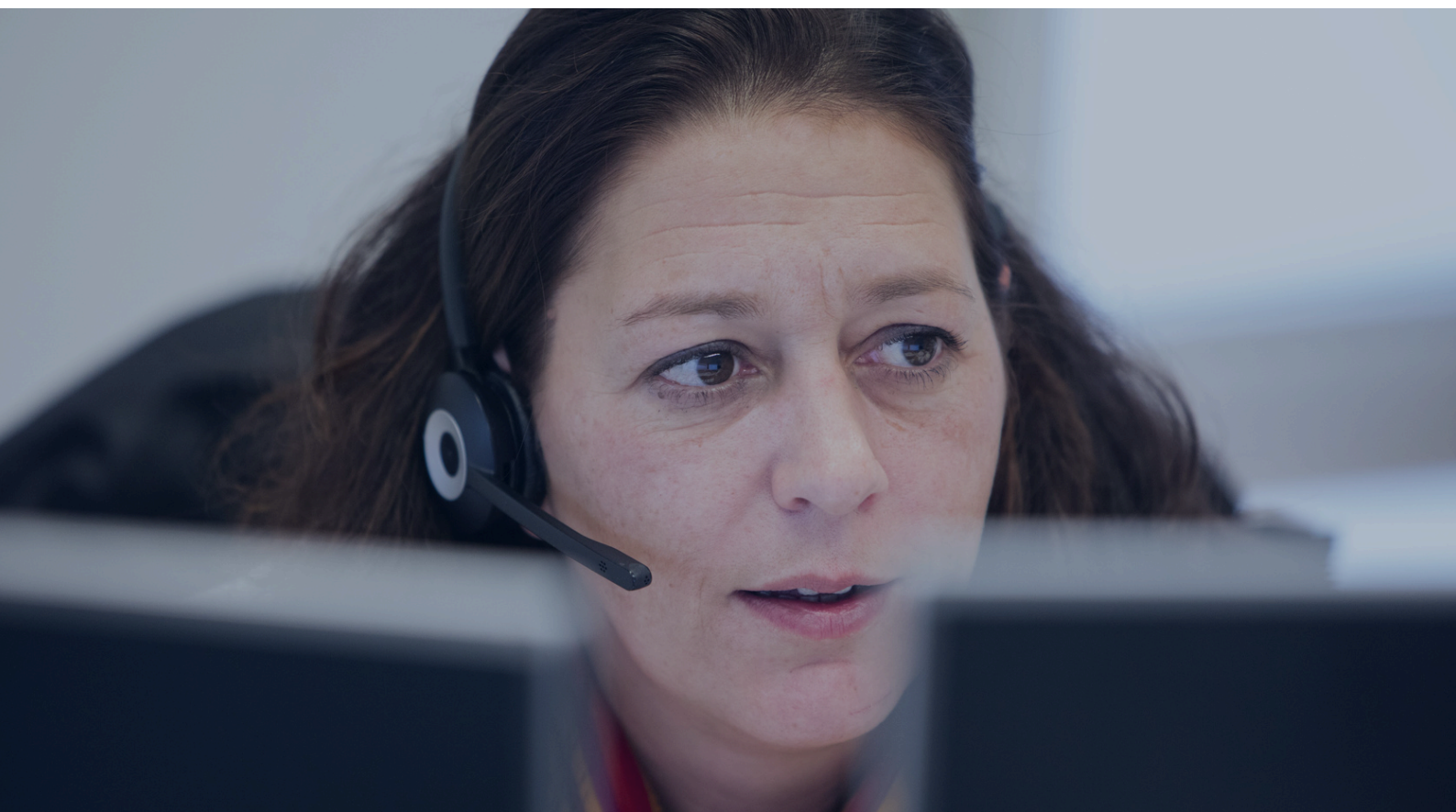
If you do not have a plan, or it is out of date, or hasn't been tested for a while, we offer discounted rates for:

- Writing plans
- Updating plans
- Testing plans
- Embedding/Training of plans

We can also build in several days per year to your Primo+ agreement (we recommend a minimum of 3 days per year) to keep your plan up to date, or for running annual testing, or you can use your Business Continuity Planning days for whatever you would like to use them for.

Do you cover sites outside of the UK?

Yes, Polygon is the European market leader in property damage restoration. Powered by a global network of more than 8,000 employees in 18 countries, including the USA, Canada and Singapore.



Planning, preparing and providing emergency response to minimise business interruption, when the unexpected happens.

Contact us today:

- 07484 012300
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- [www.polygongroup.co.uk](http://www.polygongroup.co.uk)