

A complete document recovery solution after fire, flood and explosion.

Serious implications can arise when documents are damaged by fire, flood or explosion. Loss of business critical information can severely compromise operational effectiveness, pre-incident service levels and breach document retention laws.

HDRS provides turnkey, cost effective solutions by identifying, recovering and reinstating critical documentation swiftly, to minimise consequential losses, claim costs and business interruption.



What can we restore?

HDRS provides technologically advanced but cost-effective restoration methods for a wide variety of media after damage by fire, flood, explosion and biohazard contamination. These include:

- All forms of paper-based documentation
- Desk-top materials and work-in-progress
- Medical records and x-rays
- Architectural and engineering drawings
- Modern and antiquarian books
- Photographs
- Audio-visual media (tapes, videos, DVDs, microfilm etc)
- Artwork (prints, drawings, oil paintings, watercolours etc)

Why appoint HDRS?

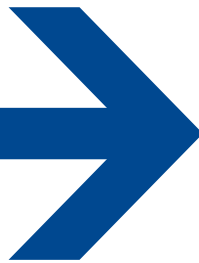
- 24-hour nationwide emergency response
- Free on-site damage assessment and consultancy
- Advanced, cost-effective restoration techniques
- High security operations centre on government site with fully vetted staff
- Fast-tracking to facilitate business continuity
- Unsurpassed service levels and quality assurance
- Competitive prices and fixed-price quotations
- UK's largest dedicated staff, facilities and capacity
- Unrivalled customer portfolio
- Extensive major loss track record over the last 25 years

Client portfolio

In addition to appointments by insurers, over 700 prestigious companies and public sector bodies retain HDRS as their nominated supplier for document restoration, including:

- Government departments (e.g. Home Office, Foreign & Commonwealth Office)
- National Institutions (e.g. National Archives, British Library, English Heritage)
- Majority of UK councils
- NHS Trusts
- Most UK universities
- FTSE 100 companies (e.g. HSBC, Barclays Unilever, Sainsburys, Siemens)
- Historic properties, archives and museums.

Call 0800 019 9990 or visit www.hdrs.co.uk



Buncefield oil depot explosion: A case study.

The devastation caused by the Buncefield Oil depot blast in Hemel Hempstead posed serious business interruption threats to the many companies with premises close to the site. Heavily restricted site access and extensive damage to the structure and contents of buildings resulted in many firms having to temporarily relocate, striving to sustain continued business operations whilst the unprecedented recovery operations began at the incident site.



Tailored Business Continuity Solutions

Loss of vital information and work-in-progress presented a major obstacle to effective business continuity for many businesses, and so HDRS was appointed by several to recover their business-critical documentation. HDRS Project Managers determined priorities with key personnel from each building and established a fast-track schedule to minimise business interruption. With priorities identified, HDRS recovery teams moved in immediately to put this schedule into effect.

The force of the blasts shattered windows, and caused ceiling-tiles and brick work to collapse, embedding shards of glass and building debris in the paperwork. Even material in locked filing cabinets was affected. Water-damage was also widespread, as pipes and sprinklers fractured, wetting the exposed desktop material below, whilst the absence of windows

exposed documents to rainfall and snow.

A variety of restoration techniques were applied to counter these problems and ensure the documents could be returned to pre-incident usage.

Meticulous identification and labelling were paramount so that the reinstatement schedules could be met and urgently required documents located and fast-tracked. For one client, whose building was one of the closest to the depot, documentation from several hundred desks across three floors was identified, restored and returned to the correct individuals at the temporary premises.

Unprecedented challenges

This unprecedented incident presented a number of challenges to HDRS staff during the recovery phase. Swift and efficient recovery protocols were vital given the short

daylight hours of December and site restrictions on the numbers of contractor personnel for health and safety reasons. Shuttles from Hemel Hempstead to HDRS' operations centre were organised to maximise the quantity of documentation recoverable each day.

Although HDRS is well-rehearsed in major-loss salvage, Buncefield was certainly a unique experience with unique challenges. Kathryn McKenzie, HDRS Divisional Manager, conducted initial assessments and recalls her first impressions: 'The nature and scale of the damage were astonishing. However, HDRS' previous experience in major loss claims ensured that we were able to quickly identify key protocols and apply a turnkey approach to ensure the needs of each business were met'.

For more information on HDRS' disaster recovery services and tailored business continuity solutions please contact our Head Office.