

Your strong partner in Property Damage Control



Always By Your Side.

Welcome to POLYGONVATRO

It is the combination of people, knowledge and technology that makes us the global expert in property damage control. We prevent, control and mitigate the effects of water, fire and climate – and we have over 40 years of experience.

For the purpose, clearly determined values define our actions – integrity, excellence and empathy. We are reliable, we convince throughout quality service and we show understanding for our customers in inadvertent circumstances. In the end, any occurrence of loss or damage represents extraordinary circumstances for the parties involved. Please refer to the following pages for additional information.

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Worldwide expert in Property Damage Control: the Polygon Group

14 countries
3 continents

300
depots*

yearly assignments*
350.000

employees*
4.500

POLYGONVATRO is a part of the worldwide represented Polygon Group with its headquarters in Sweden. We combine **global strength and local presence**. We have over 70 branch offices in Germany, as well as the Customer Service Center in Olpe and the Technical Centres in Wenden and Magdeburg. Therefore we can react rapidly and professionally to all kinds of property damage, and have over 1.900 employees available for this service.

The restoration of fire and water damage is our core competence. In addition, we offer climate solutions and special services, which are vital for the

conservation of sophisticated plant, machinery and equipment such as wind energy equipment or motor vehicles. Nor do we 'rest on our laurels', but we extend our wealth of knowledge continually and seek ever newer ways and means for providing effective problem solutions.

Our pretensions are great. We seek to be the best in the business. We promise to be 'Always By Your Side'. This means we are reliably and quickly on site, to provide active backup support and restrict the scale of the damage by direct intervention. Our reputation speaks for itself in this regard.

over **70**
branch offices

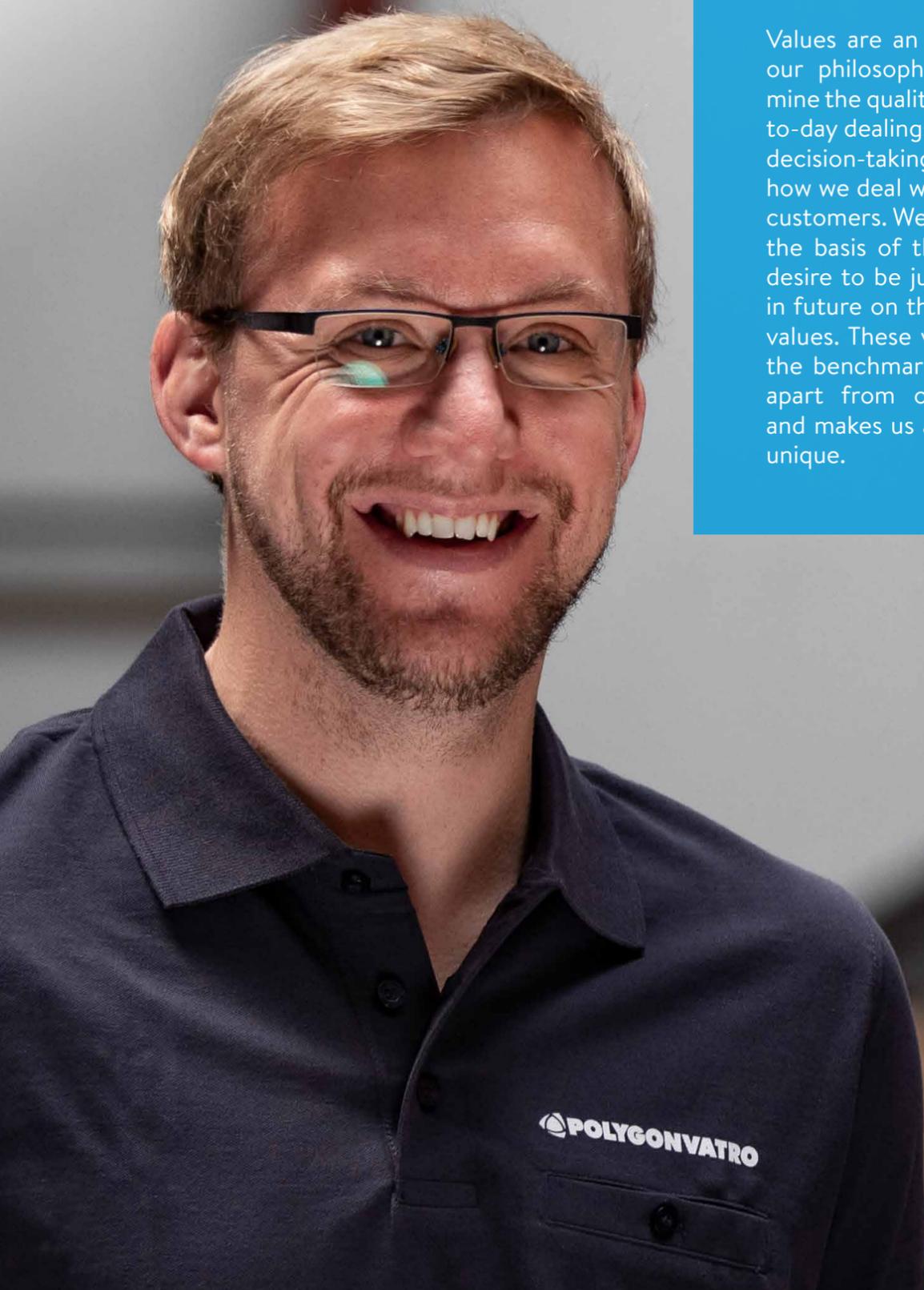
over
93.000
yearly assignments*

employees*
1.900

* Figures are approximate

Integrity, Excellence, Empathy

These are our values, which make us unique



Values are an integral part of our philosophy. These determine the quality of our day-to-day dealings, they guide our decision-taking and influence how we deal with our staff and customers. We seek to grow on the basis of these values. We desire to be judged today and in future on the basis of these values. These values represent the benchmark, which sets us apart from our competitors and makes us and our services unique.



Integrity

Honesty, responsibility and reliability represent an absolute must in our business. Ultimate customers are often in an extremely difficult situation after suffering fire- and water damage and immediately need a strong partner at their side. Even insurance companies, domestic housing associations and business enterprises from trade and industry need to be able to rely on our services. We actually live our integrity towards our customers – also towards our workforce.

Excellence

Whoever lives quality, does not just rest upon technical knowledge and experience. **The ongoing extension and improvement of own know-how** is important in order to remain up-to-date. Therefore we seek to be a knowledge leader and a recognised expert in our specialist spheres. It is this aspiration for innovation and optimisation that drives us onward. We are market leader in Europe, and we see it as its duty to lead progress and never be satisfied with second best.



Empathy

The experience of damage by fire or water often means stress for those affected as well as uncertainty. It is therefore even more important to **demonstrate readiness to be of assistance and show all round understanding** in such cases. We seek to treat our customers with respect and we are prepared to stand by our customers under such circumstances. It is our general target to remedy the situation and attempt to avoid any consequential loss or damage, but also to be able to calm customers down and thus satisfy their immediate needs. This also requires empathy and commiseration. We try to understand, before asking for understanding.



Our costumers ...

From small water damages to Major & Complex Claims



over
93.000
yearly assigments*

* Figures are approximate

private domestic households

business enterprises from trade and industry

the public sector

insurers and agents

small to medium-sized damages

Prevention, damage control and remediation from small water damages to major and complex claims

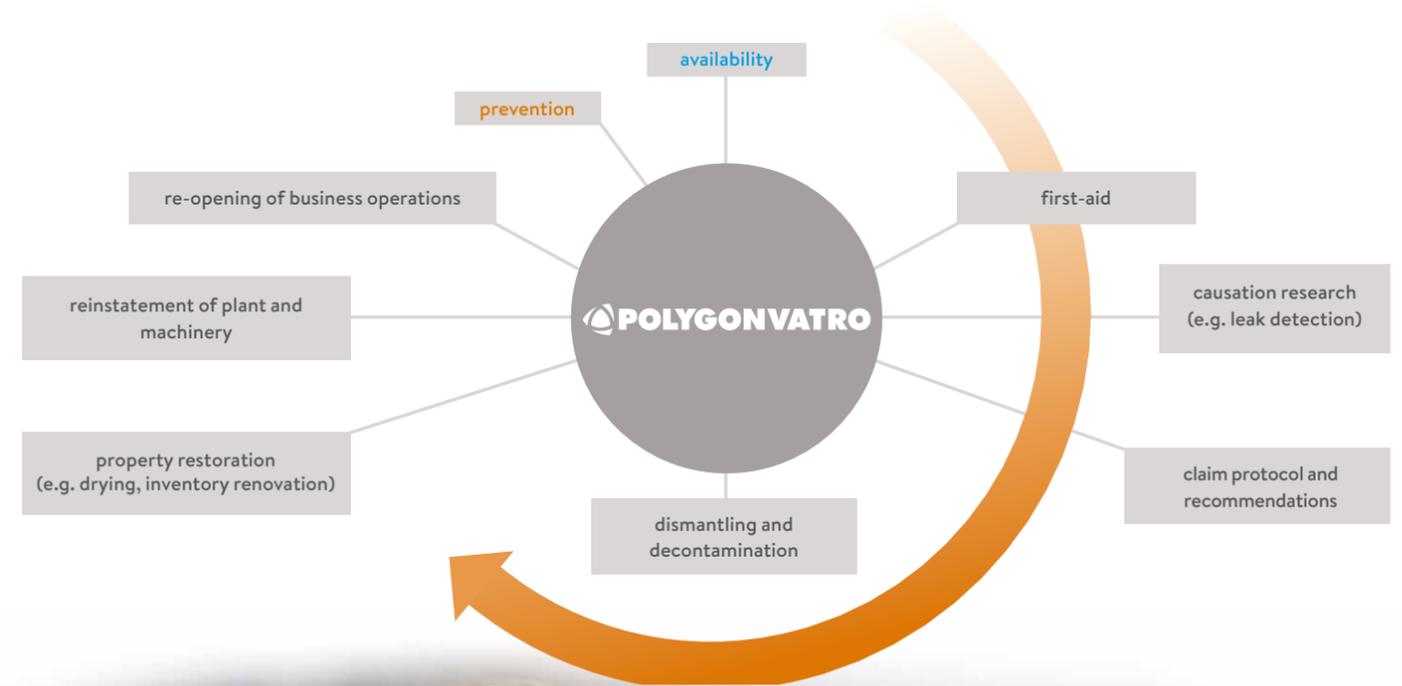
We service more than 93.000 projects annually and cover a broad spectrum of loss or damage circumstances of various degrees of scale and gravity. Our customers originate from the private sector as well as from the public sector and from trade and industry at large. We particularly entertain partnerships with insurers and agents, with whom we collaborate closely in matters of insurance claim services.

We are capable of processing small cases of water damage as well as large trade and industrial insurance claims, rapidly and expertly. The complexity of the cases of loss or damage determines the required procedure. Is a project manager needed? How many visits on site will be required? What competent authorities need to be continuously informed of the actual status of any one project? Ongoing communication, professional insurance claim management and a

smooth IT-backed up development of the statuses confronted, make us a reliable partner for insurers and agents. In this regard, we prove to be an understanding helper for private customers as well as an expert in property damage control for companies.

... our services

Always By Your Side.



Claim reported?

This is what happens next!

Because of our many years of experience with a great variety of customers – including individual domestic households right through to large business concern customers – we are in a position to react rapidly. In this respect, we deliver standardised and tailor-made solutions for all kinds of property damage. Here we show how the reporting works, and how customers can rely on us.



- 1 **Telephone contact with the customer:** In case of a report from an agent, we will call back the person or organisation experiencing the damage on the same day and within one hour.
- 2 **Visits on site on the next working day:** We will call at the site on the next working day, in order to view the damage and obtain an idea of the extent of the situation, in order to coordinate the more important consequential countermeasures.
- 3 **Sending of the claim protocol:** We will inform the insurers about the extent and make an appropriate offer.
- 4 **Offer and order:** We will submit an offer within 4 working days of the initial visit on site.
- 5 **Damage restoration:** We will commence work with its countermeasures on the working day after receipt of the relative order.
- 6 **Acceptance by the customer:** As soon as all the services on site are completed, acceptance procedures are initiated for the customer, together with a detailed acceptance protocol.
- 7 **Invoice of the services provided:** Within 4 working days, we will present the customer with a verifiable invoice for the attention of the insurers.

Always By Your Side. With this promise, we find the right solution for all kinds of property damage. We prevent, control and mitigate. Slim line procedures, specialist knowledge and techniques make for a high quality standard. Because of our amassed experience with a great number of various and differential projects each year, we are able to develop and fine-tune our services increasingly. This does not however mean, that we lose sight of the requirements of our customers. We run over 60 branch offices throughout Germany, so that we are able

to show local presence and to be exactly there, where customers need our assistance. Our committed workforce is competent and reliable, so that our customers are able to return to day-to-day activities and business as quickly as possible.

24-hour charge-free service: the Customer Service Centre

In the Customer Service Centre in Olpe specially trained and highly qualified staff members answer the calls of customers – and they do so round the clock and 365

days each year. We use only our own staff for the purpose. Customer requests are thus dealt with directly by us. Thanks to slimline administrative procedures and professional software, the staff members can react directly to enquiries and get the countermeasures against the damage underway promptly and in real time.



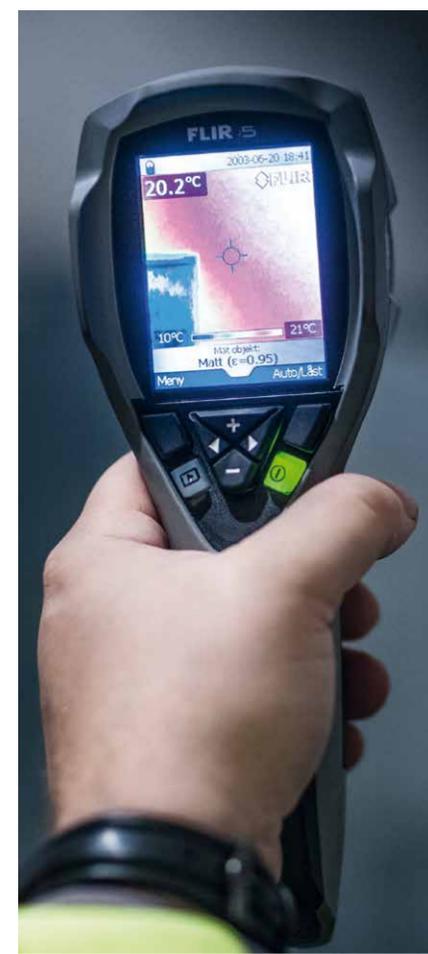


Water

Water damage can have numerous causes, including floods, heavy rain, storms and plumbing problems caused by frozen or leaking pipes. Once the damage has occurred, customers need specialist assistance in any event, otherwise consequential damage can ensue in the form of mould caused by moisture.

Leak detection: Small causes, great effect

The cause of water damage is not always as obvious as causes inflicted by storm damage or flooding. Sometimes, just a small leak in a pipe can be the cause, which can with time lead to large-scale damp walls and floors. In order to rectify such water damage, the cause must be discovered as rapidly as possible. Our specialists are able to determine leaks rapidly and precisely by means of modern technology and well-proven processes, with the least of interruption and damage to property.



A leak in a pipe is often difficult to locate. Even when the leak is discovered, the effort for localising a leak and the cost can be considerable. All too frequently, walls and floors are unnecessarily damaged during a search, and there is also no guarantee, that a leak will actually be found.

Our minor-destructive procedures for leak detection are not only considerably cheaper, they can also be rapidly implemented. We often combine several methods of detection together in order to obtain a more determinative result.

- video-endoscopic methods
- acoustic leak detection
- gas-testing processes
- thermographics

Whilst our workforce members proceed to discover faulty leaks, they draw up a competent damage status in order to be able to coordinate further countermeasures with participant parties. All further services are built up on such reporting.

Less effort – lower costs!
Through minor-destructive investigatory process we can enable the effort and costs involved of opening-up walls and floors to find leakages, to be kept significantly reduced.

Shortened repair duration!
Thanks to precise localisation, leakages can be rapidly and efficiently repaired.

Minimum consequential damage!
Once leakages have been localised and repaired, additional loss of water supplies and consequential losses can be avoided.

Clarified explanations – targeted assistance!
We document every stage, through to the completion of the project. This enables us to plan exactly the way forward to achieve restoration on the basis of transparent communication.

Drying and restoration: Water damage restoration

After a professional assessment of the damage and its evaluation, we implement the necessary initial countermeasures. At first, inventories are secured or removed and if necessary unwanted water is siphoned off. The extent will determine whether floor coverings, wallpapers or tiles need removing. Thereafter, the drying procedures are initiated and restoration works completed as required.

At POLYGONVATRO, customers will have a competent contact person at their side, available at all times during the entire restoration process. We employ only the most modern and most efficient techniques. The requisite equipment is available on project sites within the shortest possible time, due to the large nationwide network of branch offices.

The drying phase

The relative applicable drying procedure is determined by the POLYGONVATRO technicians, dependent on the individual circumstances of the damage, and they are able to determine the right problem solution for each individual situation:

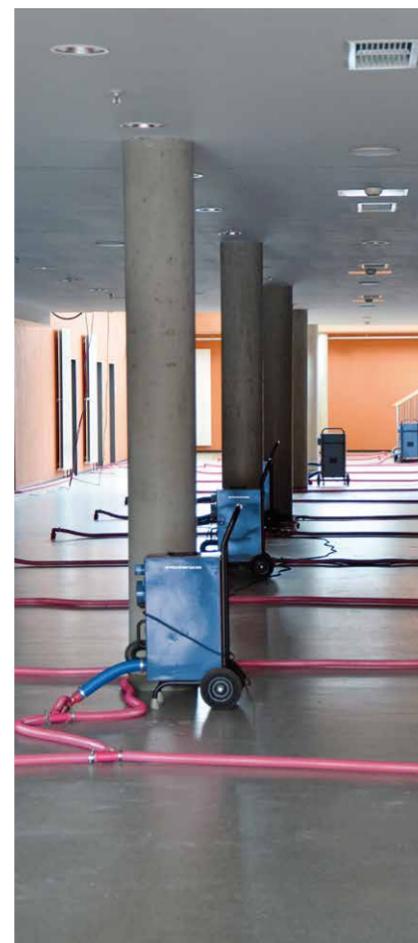
- screed drying
- room drying
- interior shaft- and cavity -drying
- drying concepts for hospitals and rest homes, whilst employing:
 - barrier-free piping systems
 - noise-reduced high performance equipment
- flat roof drying

Once an official order has been placed, the drying equipment will be installed on

site. We measure and document the humidity parameters before and after the drying procedures. This ensures that any changes influencing the situation are recorded in writing and that these are traceable at any time for reference purposes.

Final completion of restoration

So that the customers feel comfortable in every respect after the rectification of the damage, we will then, if requested initiate the final completion works and all other countermeasures for clearing-up, debris removal and restoration. This of course also applies for properties in the public-, trade- and industrial sectors.



The POLYGONVATRO PV-E-BOX: Electric power consumption in real time

POLYGONVATRO not only reacts to property damage, we reflect these also in order to maintain our processes continually optimised. As a market leader, it is our aspiration to find ever more innovative problem solutions within our industry. One of such solutions is the PV-E-BOX.



No matter whether drying equipment, ventilating fans or large warm-air appliances are required, they are all driven by electric current. The amount of power consumption however varies considerably dependent on the purpose and duration. In the past, the information, how much electric power any one appliance consumed, was only possible to get manually on site. But, we have developed a new solution to be able to determine the actual power consumption of any appliance 100% digitally and in real time. The advantage is obvious. All participants obtain evidence of the kilowatt hours of electric power consumed, and can evidence these in the insurance claims as

special accounting items within the scope of claim settlements.

Digital Solutions

This is how it works: An employee installs the PV-E-BOX on site, assigns the Box to the project via app and turns on the device. The PV-E-BOX then proceeds to record the electric power consumption consumed by the appliance on site, and transmits the data in real time to the POLYGONVATRO ERP System. We can then at all times provide an evidential reading of the local electric power consumption of our appliance on site, upon enquiry. And, we can do it in real time!

Appliance independency

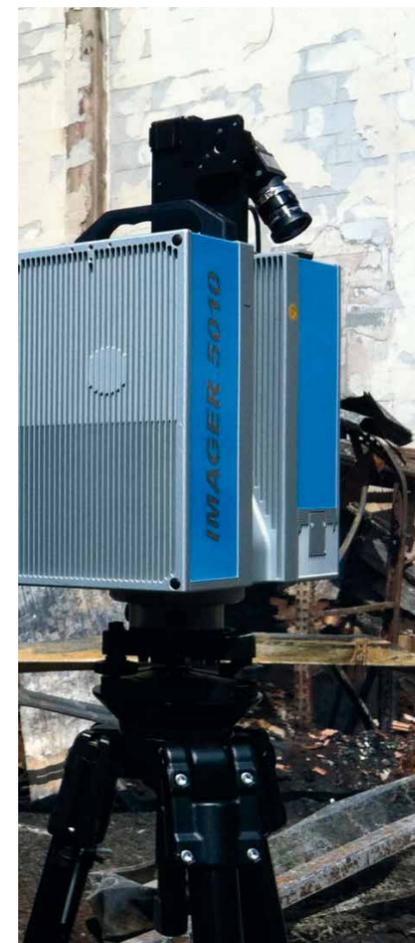
The boxes can simply be installed upon a variety of appliances, and these boxes are in the meantime being applied nationwide in Germany. The system not only provides more transparency but also reduces the bureaucratic expenditure when establishing the final invoices for the services rendered. Digital electric-power consumption recording therefore alleviates our day-to-day business, and thus proves to be one of the most efficient innovation our industry.

Fire

Immediately after loss or damage through fire, we are on site, to decontaminate all affected roomspace and also to minimise the risk of consequential loss or damage through smoke, oxidation and extinguishing water. It is quite clearly our aim to restore and reinstate the original status of roomspaces, contents or inventories of stocks in trade.

From 3D-Laserscanning though to restoration: Fire damage restoration

After in the occurrence of loss or damage by fire, a detailed and professional insurance claim report is determinative. On this basis, we can introduce rapid, effective and tailor-made countermeasures, which will succeed in keeping any consequential loss or damage as small as possible, and thus ensure cost savings.



Insurance claim assessment by means of 3D-Laserscanning

3D-Laserscanning is a highly innovative procedure for the rapid and precise recording of the damage after suffering a fire. The system enables an entire recording of the situation in '3D' form, even against 'dark' backgrounds. This not only makes the reconstruction of the loss or damage possible, reproduced in facsimile. But, the data thus recorded are immediate available on site and can be relayed digitally to insurers, claims' experts and investigators.

The decontamination of roomspaces, contents and inventories of stocks in trade

After the recording of the loss or damage, our experts determine an optimum, economic and cost-saving restoration and reinstatement process, to restore and reinstate the original status of the roomspace, contents and inventories of stock in trade, and also to prevent any consequential loss or damage. By means of employing the most modern top techniques, all building construction elements, such as for example wallings, floorings and window-frame openings will

be relieved of fire-, smoke- and extinguishing-water -damage. Even in cases of furniture, domestic appliances, textiles or electronic gear, our technicians have the optimum processes available for restoration and reinstatement purposes, dependent on the extent of the loss or damage on site. All such objects will be restored and reinstated as far as possible, which will prove significantly cheaper than new acquisition and helps to conserve the ecological environment.

Our services after fire damages:

- a record protocol of the damage
- the dismantling and reconstruction and installation of furniture, plant, machinery, equipment and appliances
- the organisation of special packaging and particular forms of transportation
- decontamination and cleaning
- the neutralisation of intrusive odours
- restoration- and reinstatement work, even in cases of delicate works of art

If required, we can also make suitable storage capacity available and give access to specially equipped workspace.

Consequential damages: Smell and mould

The consequences of loss or damage by fire, water and extinguishing water often include intrusive odours and fungus infestation. Without professional restoration and reinstatement routines, bacteria, fungi and the like can spread over months and years of neglect and even involve healthcare risks.



As restoration experts we possess a multitude of experience in such processes of removing intrusive odours and effectively combatting infestations by bacteria, germs and moulds, etc.. Such processes include a variety of disinfection methods, such as for example wet or dry 'fogging', through to ozone treatments. The aim of course is thoroughly to get rid of mould, germs and bacteria and thus prevent healthcare risks. The extent of any infestation by mould is often only first visible when wallpapers are removed and the areas affected completely laid bare. In any event, we especially pay attention as far as possible to the avoidance of any unnecessary interruptions, although proceeding with all due thoroughness. Intrusive odours, germs and bacteria can however be entirely removed by means of ionisation methods,

within a suitable environment. We proceed in such cases with respect for the ecological environment and consciously waives a rapid application of chemicals and synthetic fragrances. In all methods of removal, our technicians are well aware of all the statutory requirements to be observed, and guarantee thorough restoration routines by reason of their know-how, at every point in time.

Our internally and externally trained experts are in possession of extensive professional know-how and special equipment for the removal of all forms of infestation through mould and intrusive odours, including any other type of intensive odour impingements. In this regard, we follow and comply with the regulations of a number of technical association among others, as well as with the

guidelines of the Ecological Environment Agency, as concerns the removal of mould. The same applies for other types of contaminant impingement, such as arise for example because of loss or damage from fire and faecal matter and other bodily waste.

Of course, special equipment is employed in such cases (e.g. fogger- and ozone generating -appliances). Our premise is always in such cases, that all procedures are conducted as far as possible with minor destruction and ecologically environmental-friendly.

Reinstatement to the original status: Restoration with POLYGONVATRO

If required, we can, after the completion of the actual debris-removal and cleaning, also undertake the requisite measures for the restoration of the original status for its customers – from the ceiling right down to the floor!

After the debris removal and cleaning work, everything is dry and orderly but not at all in the status of before the occurrence of the damage. To restore the property very often further ongoing countermeasures are required.

Our customers can succeed in forgetting the trauma of the damage as soon as possible and return to day-to-day activities and business, we will also coordinate all the requisite additional subcontractor activities for final restoration, if required.

Thanks to our many years of experience and with over 200 specialized subcontractors and a network of renowned partner enterprises, we are in a position to coordinate all artisanal assignments, and thus provide smooth restoration and reinstatement procedures.

Our services:

- the erection- and dismantling of scaffolding
- masonry, rendering and plasterwork
- facade painting and coating
- full-warmth thermal insulation protection
- painting- and wallpapering –work
- electricians' work
- flooring installers' and tiling –work
- carpentry- and glazing –work
- heating- and domestic technical (plumbing) –work
- screed- and underfloor laying



Building construction despite inclement weather: Construction drying and heating

No matter whether delays in building construction projects or difficulties arising through condensation, humidity can easily cause interruptions or even standstills. At POLYGONVATRO, problem solutions are available with the most modern technologies and ongoing developed techniques. These enable our customers to continue their construction work according to plan, even in cases of changeable weather conditions.



Temperature fluctuations rapidly involve negative effects on building construction machinery and working conditions. The due date planning of working procedures can become considerably disrupted, delayed or even stopped in extreme cases. This can lead to contractual penalties, loss of reputation and encroachments on businesses.

We are however able to provide numerous tailor-made, rapid and effective air conditioning problem solutions. We can install the most modern heating systems for restricted time periods, in cases of low ambient temperatures. Weather-influenced interruptions can be minimised by energy efficient appliances, and contract work can smoothly proceed.

Dehumidification when coating surfaces

When coatings are required to be applied during bouts of low ambient temperatures or in a humid environment, difficulties with condensation can occur. The consequence is that time plans frequently need to be changed and the application of coatings delayed.

Our dehumidification systems prevent corrosion on sandblasted surfacings and

will enable customers to leave such elements for days or even weeks without the application of the necessary coatings. This will increase the useful service life of all coatings and also reduce interruptions and the otherwise arising loss of contract time.

The tailor-made air conditioning problem solutions can be applied, among other uses for maintenance and repair of water-borne vessels, the coating of tank facilities, bridges, water-storage reservoirs or gas- and fuel -piping and leads.

Climate

The weather is becoming more unpredictable. We seem to be experiencing more hot summers and wet cold winters, and strong climate change is involving considerable difficulties with outdoor events, and also upon buildings, mostly when these are under construction. POLYGONVATRO can also provide competent assistance and targeted problem solutions in such cases also.

POLYGONVATRO

No matter whether warm or cold: Event air-conditioning

Air conditioning at events in outdoor marquees or industrial trade fair shed buildings, contributes decisively to the success of any event. Comfort in this sense affects the ambience and mood of the entire event. At POLYGONVATRO, our technicians know precisely how to generate an optimum air-conditioned atmosphere for a great variety of events.

No matter whether winter sport events, large industrial trade fairs or party marquees, we have a variety of problem solutions available for the temporary rental of event air conditioning, so that the visitors at any event feel comfortable. We can offer our customers warm-air ventilators for example with a capacity of 400 kW or adiabatic coolers and heat pumps with capacities up to 200 kW. We have available numerous mobile heating- and air-conditioning –appliances, which can be installed nationwide throughout Germany. The nationwide POLYGONVATRO network guarantees such a service with over 70 branch offices throughout the Country.

Our services:

- everywhere in Germany – thanks to a nationwide network!
- supply, installation and commissioning of the appliances
- the de-installation and removal of the appliances
- other options exist for rented appliances – self-collection, erection, installation and return



Mobile electric power supply with POLYGONVATRO

Anytime and everywhere

No matter whether undercover- or open-air -outdoor events or large building-construction sites, electric power supplies are needed everywhere. We possess the suitable problem solution for all events, with our mobile electric current generators with capacities from 1 to 200 kVA. Customers thus benefit particularly from our nationwide network of branch offices. Wherever customers are planning projects, we can be directly on site to provide electric current- and air-conditioning- or heating –appliances.

Trade and industry

An occurrence of loss or damage in a production works or in a sales' room can rapidly involve a standstill in business and rising interruption costs. In such cases, rapid and professional action is necessary. We can provide direct assistance even in cases of larger occurrences of loss or damage, comprehensive know-how and the most modern remedial equipment. With its premium service PRIMO+, business enterprises can prepare themselves optimally for potential incidents of loss or damage and then enjoy the highest priority when need arises.

From the flood of the century to a large-scale conflagration: Major & Complex Claims

A well thought through and reliably functioning major loss or damage management facility is the basis for the most rapidly possible reinstatement of elementary building domestic services functions, after an incident of loss or damage.



Thanks to the many years of experience in worldwide catastrophe management activities and our large stock of equipment, we are in a position to act quickly and efficiently. In this way, POLYGONVATRO can keep production- and business -interruptions as slight as possible. The restoration processes are employed for public- as well as industrially used buildings. For example, for the restoration of the Pentagon property after the September 11, 2001 attacks, and at the Louisiana Superdome after Hurricane Katrina.

POLYGONVATRO is aware how complex loss or damage can be in the

industrial sector. For this reason, we coordinate all of our performance groups, which are requisite for rapid restoration activities.

Qualified project management for efficient processing

Our project managers are highly qualified engineers, who ensure at all times, that the relative optimum method for restoration is determined and selected. This means that downtimes can be minimized and interruptions as well as consequential loss or damage can be kept at a minimum.

The benefit of being a POLYGONVATRO customer

Thanks to our Logistic Centre in Olpe, we are also ready to act even in cases of major loss or damage. Equipment and appliances are stored at Olpe over an area of some 3,000 sq. mtrs., and the logistics department has more than 30 own articulated trailers available for use.

Technical competence, innovation and progress: The Technical Centres

The Technical Centres in Wenden and Magdeburg represent the operative technical platform, and combine the highest degree of competence and modern equipment. Sophisticated plant and machinery is restored and reinstated at the Centres and new technologies developed.



The nationwide network of over 70 branch offices enables that we are rapidly on site in order to be able to initiate immediate countermeasure remedies. In cases of complex loss or damage in trade and industry, speciality teams are often required. These are occupied in the Technical Centres in Wenden and Magdeburg, where defective plant, machinery and toolings, among other types of equipment can be expertly treated in generously conceived industrial shed buildings.

The POLYGONVATRO speciality teams are however mobile in addition, and can restore and reinstate large items of plant and machinery, whose dismantling would be too expensive, on site in their locations. This saves not only time and expenditure, but is also particularly cost-efficient. We therefore react to major cases of loss or damage at all times, rapidly and thoroughgoing.

The most modern techniques and specialist equipment

In our Technical Centres, we continue to develop our techniques for restoration and reinstatement work. Engineers,

technicians, machinery fitters, mechatronic- and electronic –technicians are all collaborating together and thus amalgamating the requisite wealth of experience, enabling an active exchange of ideas and generating the highest degree of competence. The Technical Centres are of course optimally equipped with highly modern plant and machinery to ensure the introduction of the latest restoration techniques.

Apart from the holding of training courses for business enterprises and other customers, regular training courses are also made available for our own workforce. The staff and workforce not only obtain in-depth technical knowledge but also insights into the latest techniques and processes. It is precisely such ongoing developments and experienced progress, which makes the Technical Centres such an important capital investment for the future of POLYGONVATRO.

The benefits of doing business with POLYGONVATRO

Less downtimes

In case of an occurrence of loss or damage by fire or water, production stands still. However, therefore we are quickly on site to reduce the downtime and keep the consequential loss and damage and the inherent costs as low as possible.

A rapid return to day-to-day business

In order to ensure, that production is

again rapidly up and running, professional loss or damage management is required as well as a high degree of know-how for restoration and reinstatement purposes. We stand by our customers energetically and thoroughgoing.

Service-oriented development

We will keep our customers informed at all times on the actual status of the restoration and reinstatement work. If required POLYGONVATRO will adopt the entire rundown of the case, but of course in coordination with the insurers and the retained experts.



Technical reconditioning

The heart of every manufacturing enterprise is its machinery park and all other appliances and equipment. If customers experience an extended downtime, this can have grievous consequences for a business. POLYGONVATRO knows how to avoid consequential loss or damage and how we can arrange for customer production to be up and running again as quickly as possible.

Our services for the restoration, reinstatement, overhaul and repair of plant, machinery, appliances and equipment:

- initial measures
- stabilisation countermeasures
- decontamination of affected machinery
- production of spares
- repair-, maintenance and surveying – routines
- re-commissioning
- basic overhaul
- modernisation
- construction and development
- the implementation of countermeasures on the basis of E.U. plant and machinery directives

Tooling restoration and reinstatement

When toolings are affected by fire or water damage, this can hold up production. In order that customers can return as rapidly as possible to day-to-day business operations, we can either reinstate toolings immediately on site or in our Technical Centres in Wenden and Magdeburg. For the purpose, we dismantle toolings into their individual components for restoration and reinstatement, dependent on the working materials involved, by means of special procedures.

During the course of the reassembly, erection and installation routines, we ensure precise geometric precision for the requisite fit accuracy. In the end, toolings should be required to function afterwards as before and function to full extent.

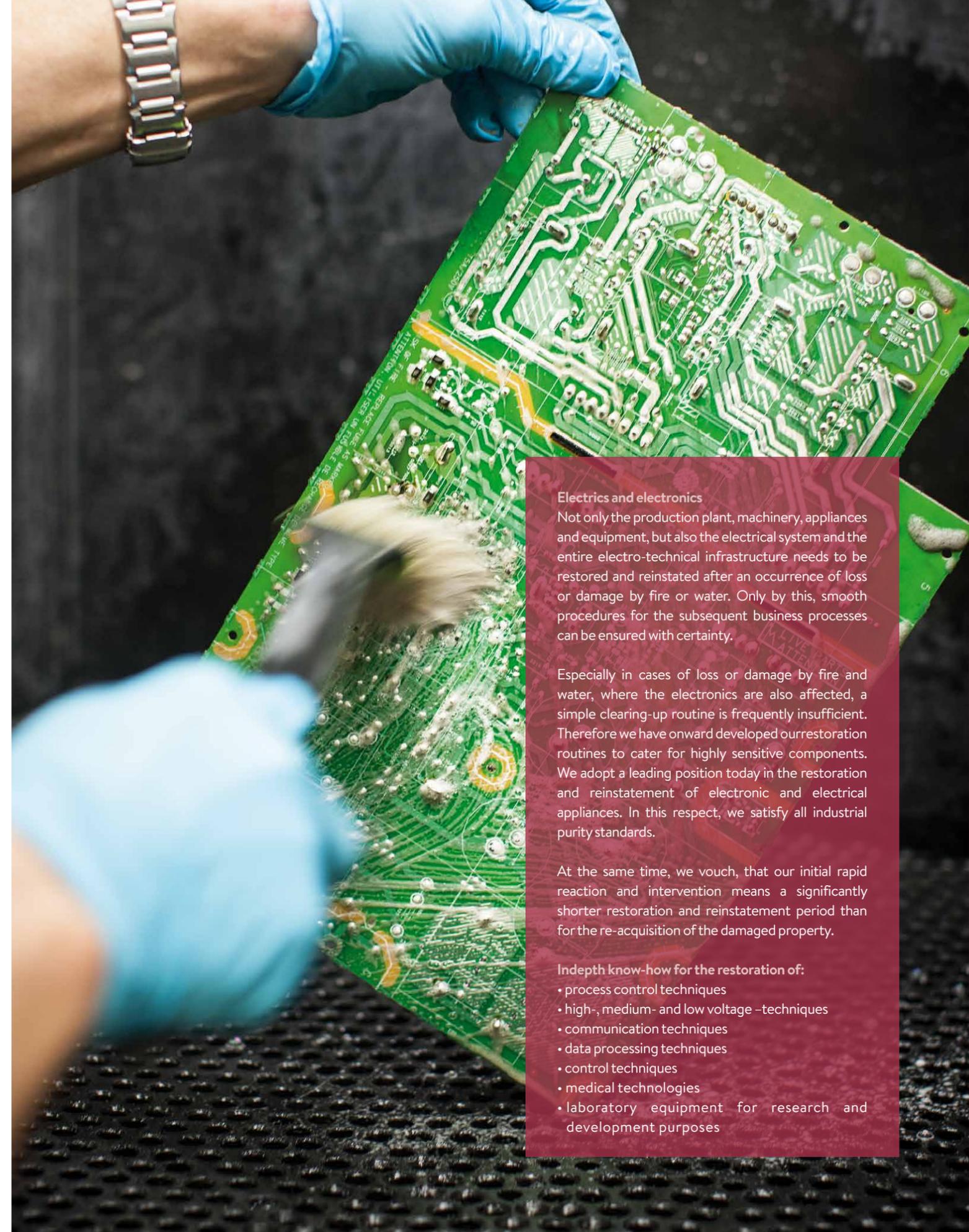
Technical reconditioning

The restoration of all technical plant, machinery, appliances and equipment requires comprehensive and indepth knowledge of the working materials involved. This places particularly high challenges on the restoration and reinstatement contractor. We possess many years of experience, the modern appliances and equipment as well as the greatest possible flexibility, in order to be able to restore and reinstate sophisticated plant, machinery, appliances and equipment. Dependent on point of departure encountered, we can restore and reinstate customers' technical plant, machinery, appliances and equipment, on site or in the Technical Centres.

Always By Your Side.

Our restoration team is available for customer service 365 days a year, all round the clock. The nationwide network of branch offices ensures, that our specialists

are quickly available at all times on site to introduce initial countermeasures. This means, we are in a position to commence restoring and reinstating plant, machinery, appliances and equipment within the shortest possible period of time, and to re-commission the plant, machinery, appliances and equipment together with the manufacturer or with the manufacturer's authorised servicing agent.



Electrics and electronics

Not only the production plant, machinery, appliances and equipment, but also the electrical system and the entire electro-technical infrastructure needs to be restored and reinstated after an occurrence of loss or damage by fire or water. Only by this, smooth procedures for the subsequent business processes can be ensured with certainty.

Especially in cases of loss or damage by fire and water, where the electronics are also affected, a simple clearing-up routine is frequently insufficient. Therefore we have onward developed our restoration routines to cater for highly sensitive components. We adopt a leading position today in the restoration and reinstatement of electronic and electrical appliances. In this respect, we satisfy all industrial purity standards.

At the same time, we vouch, that our initial rapid reaction and intervention means a significantly shorter restoration and reinstatement period than for the re-acquisition of the damaged property.

Indepth know-how for the restoration of:

- process control techniques
- high-, medium- and low voltage –techniques
- communication techniques
- data processing techniques
- control techniques
- medical technologies
- laboratory equipment for research and development purposes

A logistic and technical challenge: Remediation of wind turbines

The restoration and reinstatement of wind-turbine generators requires a high degree of logistics and technical know-how. The operational interruption during the restoration and reinstatement routines should be kept as small as possible.

Our specialist teams are thoroughly trained and equipped for the particular working conditions associated with wind-turbine generators. Our central project management makes this possible: The requisite infrastructure for the restoration and reinstatement routines can be rapidly erected within the shortest possible time on site via the Logistic Centre. During the conduct of the remediation, we record appropriate documentation of all the working procedures in text and image.

Our core services:

- a prior cleaning of the tower
- the restoration of the operational equipment
- the partial dismantling down to the substrate assemblies
- the restoration and reinstatement of the electric- and electronic – equipment by wet and dry methods
- neutralising cleansing and cleaning of all the surfaces and components
- technical anti-corrosion treatments
- comprehensive documentation
- as rapidly as possible early re-commissioning



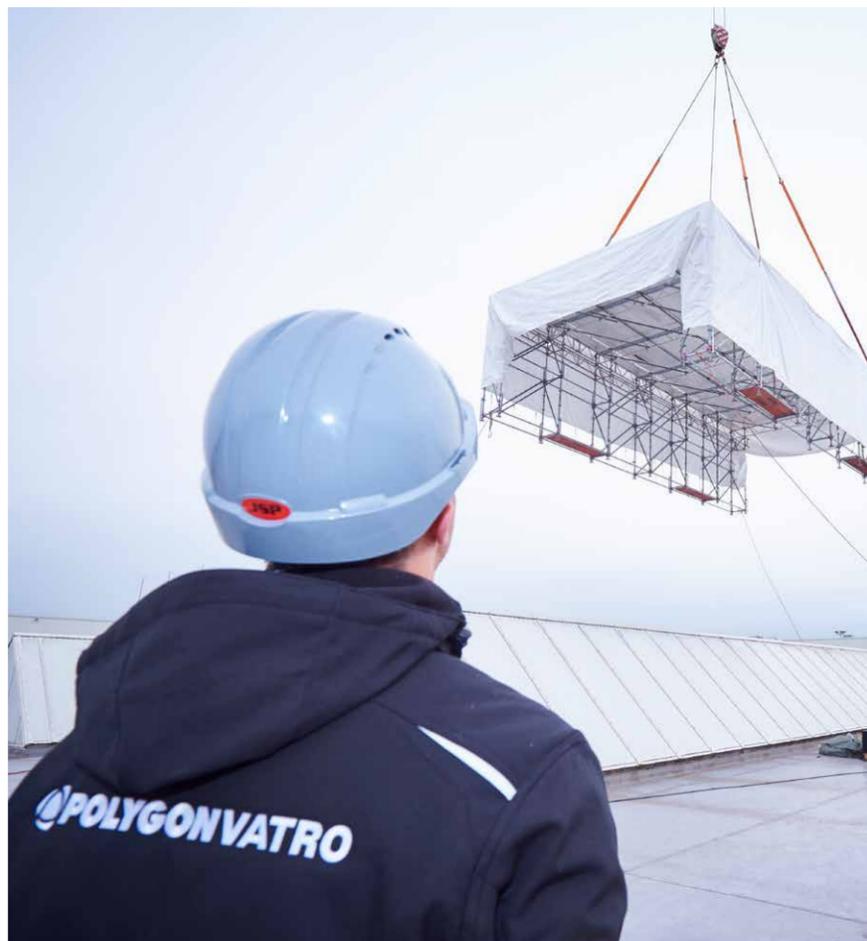
Innovations and the most modern technologies
Alongside the remediation of the overall plant and equipment, we are today the only services' provider for conducting 3D rotor blade testing. Carried out not only onshore, but as well as offshore. The software program for the offshore testing method was especially written for the purpose. The 3D surveying method captures the rotor-blade profile sections geometrically and evaluates these. This form of testing is useful for discovering angled differences in the rotary gear and aerodynamic imbalance at the rotor, which can lead to economic encroachment upon the electric current generating capacity. Thereafter, these discrepancies can be corrected.

All from one supplier: Our own scaffolding systems

In all cases of loss or damage, every second counts, but we remain at all times flexible, and independent of any third-partys. We have, for example our own scaffolding ready.

We possess our own capabilities and capacities. Our scaffolding is immediately available, even in cases of major and complex claims. We always remain independent of third-partys. In emergencies, this saves time and money. The fact that we have our own scaffolding service available, alleviates the coordination of immediate countermeasures on buildings, plant and machinery. We transport our own scaffolding from site to site with our own vehicles, and thus remains flexible and at all times mobile. Even specially required problem solutions can be rapidly and efficiently implemented.

We have a storage area of 12,000 m² for 50,000 m³ of surface scaffolding and for 150,000 m² of facade scaffolding elements.



Full-service following damages – even outside of the premises: Car recovery

Cars can also suffer damage by fire and water. Our technicians ensure, that motor vehicles are restored and again functional. The products employed by us comply strictly with the directives of the German Environment Agency.



Remediation of damages covered by the insurance:

- cleaning of industrial contamination, e.g. deposits of soot particles as a result of defective filters in exhaust gas equipment, metal dust and swarf, resins or chalk and lime deposits on paintwork and glass panes
- removal of contaminants, such as incendiary soot particles associated with fire damage
- chalk removal, e.g. caused by parking under motorway superstructures or from long-term parking in multi-store carparks
- rust-bloom removal from new motor vehicles, which are intermediately

- stored in the vicinity of railway tracks or catenaries or overhead electric supply wires
- removal of overspray or paint mist or stains caused by local painting work
- interior cleaning after water damages
- intrusive odour neutralisation
- removal of surface scratching

Systematic care and value-added conditioning:

- cars, vintage cars
- caravans
- commercial vehicle
- aircraft, helicopters and boats etc.



Highest priority for our business clients!

After major and complex claims, production activities are at a standstill. Every day that this situation continues means interruption costs will continue to rise. It is therefore all the more important for business enterprises to be best prepared for such inadvertent incidents. With our premium service PRIMO+ clients will not only be covered by emergency advance planning but will enjoy the highest degree of special priority service, when disaster strikes.

Prevention

Together with our PRIMO+ clients we optimise emergency plans and define the important contact persons and immediate remedial reaction in cases of a major and complex claim.

Priority

Through targeted planning we are committed to deliver an immediate response, to help reduce business interruption and to return you to a pre-loss condition with the minimum of delay. This helps to significantly increase the chances of full recovery to business as usual and reduces the overall costs associated with a disaster. More

information can be obtained on 'priority' in our PRIMO+ Brochure.

Premium Service

PRIMO+ clients have access to an exclusive service hotline through which they can directly reach a trained member of the staff, even in cases of catastrophic incidents of loss or damage by fire and water, and also in cases of anticipated high sum insured claims.

We will be pleased to discuss additional benefits and remedial possibilities associated with the PRIMO+ Premium Service with potential customers on a non-committal advisory basis.



global strength – local presence

high data security

company fitness
for satisfied employees

ISO + SeSaM certification

nationwide
training program



own
Customer Service Centre

24h service

state-of-the-art
technology

capable and
committed employees

International contacts:

POLYGON GROUP

Polygon AB
Sveavägen 9, 3rd floor
SE-111 57 Stockholm, Sweden
info@polygongroup.com
www.polygongroup.com

AUSTRIA

IZ-NÖ-Süd, Ricoweg
Objekt M37, 2351 Wr. Neudorf, Austria
Tel: +43 50 6142 20
anfrage.at@polygongroup.com
www.polygongroup.com/at

BELGIUM

Moerelei 127
B-2610 Wilrijk, Belgium
Tel: +32 3 451 35 90
sos@polygongroup.com
www.polygongroup.com/be (Flemish)
www.polygongroup.com/be-fr/ (French)

CANADA

4565 Metropolitan Est
Montréal Qc H1R 1Z4, Canada
Tel: +1 514 326 0555
ca_info@polygongroup.com
www.polygongroup.com/ca
www.polygongroup.com/ca-en/

DENMARK

Stamholmen 193 B
2650 Hvidovre, Denmark
Tel: +45 72 28 28 18
www.polygongroup.com/dk

FINLAND

Lyhtytie 22
00741 Helsinki, Finland
Tel: +358 20 7484 02
finland@polygongroup.com
www.polygongroup.com/fi

FRANCE

Carré d'Ivry, Bâtiment H
26 rue Robert Witchitz
94200 Ivry-sur-Seine, France
Tel: +33 1 46 81 87 97
contact.fr@polygongroup.com
www.polygongroup.com/fr

GERMANY

Raiffeisenstraße 25
57462 Olpe, Germany
Tel: +49 800 840 850 8
service@polygonvatro.de
www.polygonvatro.de

NETHERLANDS

J. Keplerweg 4
2408 AC Alphen aan den Rijn
Netherlands
Tel: +31 88 500 35 00
nederland@polygongroup.com
www.polygongroup.com/nl

NORWAY

Enebakkveien 307
N-1188, Oslo, Norway
Tel: +47 22 28 31 10
firmapost@polygongroup.com
www.polygongroup.com/no

SINGAPORE

48 Mactaggart Road,
#07-02 MAE Industrial Building
Singapore 368088
Tel: +65 6744 1870
singapore@polygongroup.com
www.polygongroup.com/sg

SWEDEN

Hemvärnsgatan 15 (Box 1227)
171 23 Solna, Sweden
Tel: +46 8 750 33 00
sverige@polygongroup.com
www.polygongroup.com/se

SWITZERLAND

Spinnlerstrasse 2
CH-4410 Liestal, Switzerland
Tel: +41 848 24 00 00
switzerland@polygongroup.com

UK

Blackstone Road
Huntingdon, Cambridgeshire
PE29 6EE, UK
Tel: +44 1480 442327
uk_sales@polygongroup.com
www.polygongroup.com/uk

USA

15 Sharpner's Pond Road, Building F
North Andover, MA 01845, USA
Tel: +1 800 422 6379
us_info@polygongroup.com
www.polygongroup.com/us



POLYGONVATRO



Head Office Olpe:
 POLYGONVATRO GmbH
 Raiffeisenstraße 25, 57462 Olpe
 Tel. +49(2761)93810, Fax +49(2761)938140
 service@polygonvatro.de

The contact details of
 the nearest branch office
 can be found under:
www.polygonvatro.de



24h: free-of-charge service
 **0800.840 850 8**