



OUR CUSTOMER COMMITMENT

BELFOR - NO.1 IN RESTORATION WORLDWIDE

BELFOR's mission is to be the leading provider of value-added solutions to our customers; to provide a secure and career-oriented environment for our employees; and to provide a fair and equitable return to our shareholders, all with truth, fairness and integrity.

At BELFOR, we 'make it undone', as if the damage never happened – we are rebuilding homes and businesses destroyed by devastating losses. We are restoring pride in communities and we are restoring hope by making progress every day. Our culture is built upon the foundation of three basic principles: integrity, loyalty and commitment, to ourselves, to each other and to our customers.

THE BELFOR PROMISE

To strive to do our very best, every time, to ensure your best interest is always at the forefront, to stand behind our word and to give you our all – every second, every minute, every day.

ENVIRONMENT RESPONSIBILITY

BELFOR accept a special obligation to the environment and its protection. For this reason, we always apply the most environmentally friendly and lowest-impact restoration methods available, after all the core of our business is sustainability in its purest form. In addition, BELFOR is committed to developing ways in which we can perform our business in a more sustainable manner, and recently we have achieved a carbon neutral silver certificate.



COMMITMENT

We understand, respect and value our customers, taking an interest and the time to listen. Open and honest, we keep customers informed about what matters to them.



SIMPLICITY

We get things done simply and flexibly. We remove unnecessary obstacles so that we are easy for our customers to deal with.



INNOVATION

We keep innovating to improve the experience for customers and ensure increased efficiencies by challenging the status quo. We are open-minded to new ways of doing things and are keen to hear customer feedback, always striving to do better.



EXCELLENCE

We achieve high quality in everything we do, committing to excellence in how we do business. Highly professional, we offer exemplary customer service.

