



Quick Reference Guide

Instructing ISS Restoration

The simplest way to instruct ISS Restoration of a fire or flood loss requiring our attention is to **call** or **email** our dedicated support line. To help us respond quickly and correctly please have the following information ready:

- **Instructing Person's Details**
(Your Name, Branch, Contact & Reference Number)
- **Insured/Client and Site Details**
(and where we should respond too)
- **Incident Details**
(Time/Date, Nature of incident & Severity)
- **Response Requirements**
(Immediate priorities/actions required)
- **Insurance Details**
(Insurer, Coverage details, Claim and/or Policy Number)

24 hour Support Line
Tel: 0800 0855 134
 Email: generalinsurance@uk.issworld.com
www.iss-restoration.co.uk

Our Services

ISS Restoration provide a full range of damage control, restoration and specialist cleaning services to restore buildings, contents, mechanical and electrical equipment to a working, safe and pre-incident condition. Our services for commercial properties include:

- | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Building Restoration</p> <ul style="list-style-type: none"> • Structural Decontamination • Drying and Dehumidification • Sanitation and Deodorisation • Building Cleans • Mould Treatment and Control • Contamination profiling • Building Repairs and Redecoration |  <p>Mechanical Restoration</p> <ul style="list-style-type: none"> • Production Equipment • Machinery • Stock • First Aid • Machinery Removal • Environment Stabilisation |  <p>Advice and Support</p> <ul style="list-style-type: none"> • 24/7 Emergency Response • Mitigation Advice • Damage Assessment Report • Project Management • ISS employed response teams • Access to own equipment |
|  <p>Commercial Restoration</p> <ul style="list-style-type: none"> • Stock • Documentation recovery • Hard Furnishings • Storage Facilities • Site Inventories • Asset and B.E.R Logging |  <p>Electrical Restoration</p> <ul style="list-style-type: none"> • Decontamination and Restoration of Electrical and Electronics Equipment, IT and PC Systems • Portable Appliance Testing – P.A.T. • Data Recovery • Defect & Contamination Reports • Mobile capabilities for on site restoration • Specialist Restoration Equipment |  <p>Technical Services</p> <ul style="list-style-type: none"> • Asbestos Sampling • Clinical Cleaning, Infection Control • Confined space • Working at height • Bacterial, Chloride and Humidity Analysis • Chemical Spillages, High Level cleaning • Trauma scene |

- SPECIALISTS IN:**
- ✓ Major and Complex Loss
 - ✓ Commercial Property
 - ✓ Project Management
 - ✓ Rapid Drying Systems (RDS)



FACILITY SERVICES
RESTORATION

The UK's leading disaster recovery and restoration experts

National Coverage



SCOTLAND REGION
Tel: 01355 229226
Branch Postcode Coverage

AB	DD	DG	EH	FK	G	IV	KA
KW	KY	ML	PA	PH	TD		

10 Westgarth Place • College Milton
• East Kilbride • G74 5NT

NORTHERN REGION
Tel: 01756 790907
Branch Postcode Coverage

BB	BD	BL	BT	CA	CH	DH	DL
DN	FY	HD	HG	HU	HX	L	LA
LN	LS	M	NE	OL	PR	S	SK
SR	TS	WA	WF	WN	YO		

Electromec House • 16 Millennium Road
Airedale Business Centre • Skipton
BD23 2TZ

MIDLANDS AND WALES
Tel: 01889 570777
Postcode Coverage

B	CB	CF	CV	CW	DE	DY	GL
HR	IP	LD	LE	LL	MK	NG	NN
NP	NR	OX	PE	SA	ST	SY	TF
WR	WS	WV					

Unit 4 Power Park • The Towers
Business Park • Rugeley
Staffordshire • WS15 1UZ

LONDON AND SOUTH
Tel: 0208 805 3376
Postcode Coverage

AL	BA	BH	BN	BR	BS	CM	CO
CR	CT	DA	DT	E	EC	EN	EX
GU	GY	HA	HP	IG	JE	KT	LU
ME	N	NW	PL	PO	RG	RH	RM
SE	SG	SL	SM	SN	SO	SP	SS
SW	TA	TN	TQ	TR	TW	UB	W
WC	WD						

Unit 6 Poyle Technology Centre
Willow Road • Poyle • SL3 0DP

Our people

Project Managers

 **Jamie Hutton**
Complex and Major Loss – National
M: **07901 710215**
E: jamie.hutton@uk.issworld.com

 **Iain Matheson**
Scotland
M: **07796 883032**
E: iain.matheson@uk.issworld.com

 **Andy Shorland**
South & South West
M: **07817 135267**
E: andy.shorland@uk.issworld.com

 **Neil Allen**
South & London
M: **07813 843837**
E: andy.shorland@uk.issworld.com

 **Mick Plummer**
Northern England and Midlands
M: **07867 974906**
E: mick.plummer@uk.issworld.com

 **James Bowater**
Midlands & Wales
M: **07766 140900**
E: james.bowater@uk.issworld.com

 **Andy Fernandes Berey**
Midlands
M: **07779 275269**
E: andy.berey@uk.issworld.com

 **Stuart Venables**
Midlands & Wales
M: **07966 489280**
E: stuart.venables@uk.issworld.com

 **Kevin Longworth**
Northern England
M: **07794 778018**
E: kevin.longworth@uk.issworld.com

24 hour Support Line
Tel: 0800 0855 134
Email: generalinsurance@uk.issworld.com
www.iss-restoration.co.uk