

DOCUMENT SOS

BUSINESS CONTINUITY & DISASTER RECOVERY



MEDIA INFORMATION

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The Disaster Recovery Specialist

We offer...

- Disaster recovery and restoration 24 hours a day, 365 days a year.
- Around 80% of customers receive assistance within 2 hours
- Dual drying options mean that the most appropriate and cost effective measures are applied. Up to 6000 files can be restored per week
- Two hour restoration turnaround for key files
- Mobile Restoration Team can set up in any office, anywhere in the world to restore key business critical documents
- Worldwide network of complimentary disaster recovery and restoration of
 - ◆ Information Technology
 - ◆ Building and Contents
 - ◆ Elimination of Hazardous Materials
 - ◆ Historical & Valuable Books and Art Collections
- We can restore your documents at 20% of the replacement cost
- Competitively priced

Document SOS – Our Success

Document SOS's expertise in paper restoration is unparalleled due to our highly trained team of experts in paper conservation, microbiology and disaster recovery. Our wealth of knowledge ensures that treatments are tailored and appropriate to the criterion of the damaged items and not a "one size fits all" approach used elsewhere. There is almost nothing that we cannot restore, quickly, efficiently and economically **our success rate is...**

- **100%** restoration of water damage
- **95%** from fire damage
- **100%** Guaranteed Sewage & Mould decontamination
- **60%** Charred paper consolidation



Our success is based on three key areas of expertise.



- ◆ Our ability to set up a restoration team worldwide using our 24/7 Mobile restoration service
- ◆ Training in paper conservation means we can offer both corporate and historic document expertise in Business Continuity management, disaster recovery support, restoration and reinstatement.
- ◆ Our many years of hands-on experience at disaster sites have provided us with unparalleled total disaster recovery and Business Continuity services ranging from building drying to document recovery

The Document SOS Story

Document SOS is Europe's only fully comprehensive disaster recovery and business continuity planning service, for business paperwork, historical documents, books and art works damaged by flood, fire, mould, dust and explosion.



The Company was founded by Georgine Thorburn in 1990. She has pioneered the field of mass-damaged document recovery after 4 years of intense study of Paper Conservation at Camberwell College of Art and another 3 years of research and development.



In 1995 Document SOS developed the Dryfast Chamber. This is the largest document drying facility in the world, providing a fast, efficient and cost effective restoration service, based at the operations center near Dartford in Kent.



Cutting edge research has resulted in treatments to decontaminate sewage and mould-damaged paper as well as non-abrasive smoke removal techniques and effective de-odourisers. Continuous product development is leading to techniques for treating paper and books exposed to asbestos, acidic gases and other noxious substances. In 1999 Europe's largest Freeze Vacuum Drying machine was installed, specifically to dry and restore water damaged antiquarian books. It is also used for fumigation and insect de-infestation.

Book and paper restoration is now a recognised sector in disaster recovery and Georgine's expertise has led to her chairing the Special Interest Group of the disaster recovery trade body, the British Damage Management Association. In 1998 Document SOS was awarded Millenium Product Status for their success in establishing such a ground breaking and innovative service and were subsequently featured in The Dome.



Other innovations accredited to Document SOS include the Member Registration Scheme set up in 1993, a world-first advisory and assistance fulcrum for archives and libraries, both modern and

historical. This has been expanded to create tailored packages for organisations requiring a guaranteed timed response in order to minimise damage.

Operating a 24 hour response worldwide, Document SOS implements immediate disaster control solutions and precision disaster recovery. Using state of the art electronic tracking, any document can be located and fast-tracked at any time to ensure maximum business continuity in the aftermath of an incident whilst greatly mitigating insurance claims. The highly systemised procedures used by Document SOS have achieved the awarding of ISO 9001 accreditation.

Georgine and her team of trouble-shooters have reinstated damaged documents and books from national tragedies, blue chip companies, libraries and private collections worldwide, saving insurance millions of pounds. The Piper Alpha oil well tragedy, the B.C.C.I. and the City of London Terrorist Bombings are a few examples. Document SOS's growing international reputation led to their involvement in restoring documents from the World Trade Center disaster and the Central European floods in 2002 as well as restoration work on site after the 2004 hurricanes in the Cayman Islands.

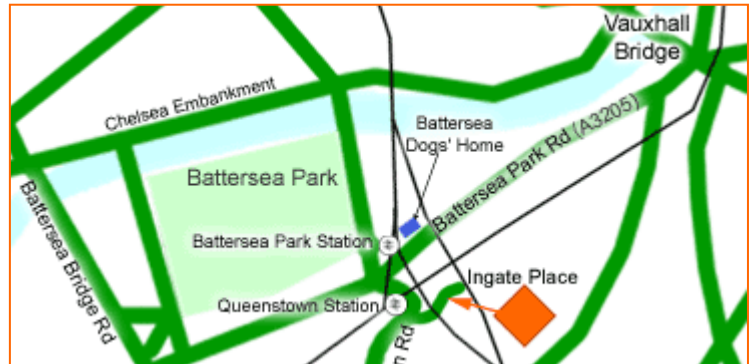
Document SOS innovations and restoration works have earned them international recognition and awards such as:



Document SOS Locations

London Headquarters

Document SOS Limited
34 Imex Business Centre
Ingate Place
London SW8 3NS



Restoration Centre

Document SOS Limited,
Northend, Park Corner Road,
Betsham, Nr Gravesend
KENT, DA13 9LJ



Document SOS Cold Storage Locations



Customer Satisfaction

100% of our customers would recommend our services to others

First Class! Pleasure to deal with, Ultimate professionals – Many thanks you saved our skin!!!

Ms Rice, Bramall Construction

100% of our customers were happy with the quality of restoration

We didn't know what to do or how to start until Document SOS came along and took over. From there it was easy.

Mr Kirkbride Carlisle Police

Document SOS was very helpful and responded very quickly. Our consignment was promptly restored and returned in good condition considering the damage which had occurred

Ms Hobday Birmingham Children's Hospital NHS Trust

86% of our customers thought the service was very good value for money

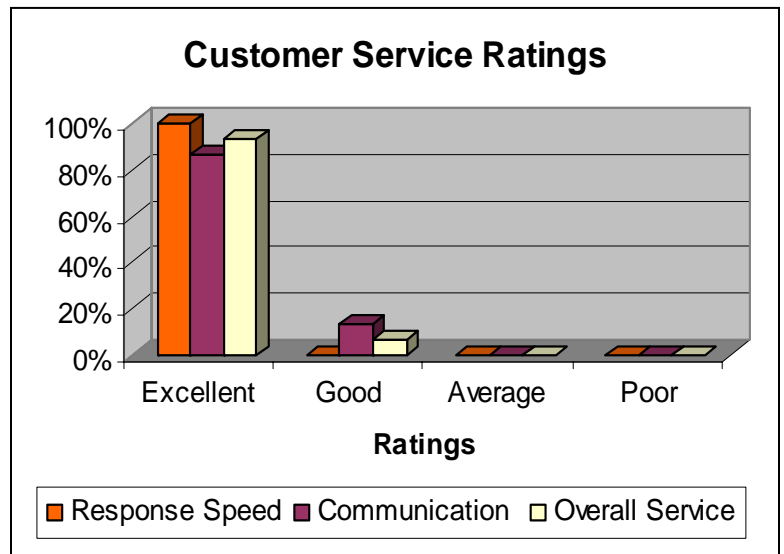
"Eneclann found your service, including advice and customer care, excellent. The results of the work done was very

impressive. Everything was done efficiently and cost effectively. In addition when I first contacted you, your advice was very pertinent and instructive, so many thanks!" **Ms O'Driscoll Eneclann Trinity College**

"I introduced Document SOS to a client who had experienced a severe library fire. Thousands of pounds worth of books were at risk following bad fire and smoke damage. The librarian concerned was very skeptical that anything could be saved. I am pleased to report that a high percentage of books were refurbished to her complete satisfaction. Document SOS will respond promptly in the event of an emergency, providing and efficient, flexible and cost effective service."

GAB Robins UK Ltd, Chartered Loss Adjusters

"We found Document SOS to be professional, efficient and prompt in providing their services and we would definitely use them again." **Mondi**



Frequently Asked Questions

◆ Why consider paper in today's technological environment?

- Up to 50% of Critical Business Information is still in hard copy format.
- Despite the information technology revolution, paper is still the preferred medium, for documents required for statutory purposes under Data Protection Act 1998, the Finance Act 1994 and the Civil Evidence Act 1995

◆ How much is restorable after a disaster?

- 85-90% of fire damaged paper is restorable and up to 100% of water damaged paper can be restored. Paper is a much more stable medium on which to store information in the long term. Contrary to popular belief it does not burn easily in a fire and it can withstand considerable water damage.

◆ Why use a specialist company?

- Salvage experts traditionally come from an industrial cleaning or fire brigade background and have no in-depth knowledge of paper; its structure, composition and subsequent reaction to fire and water. Such knowledge is vital for swift and effective restoration following disaster.

◆ Why restore?

- Restoration reduces business interruption. Specific documents and books can be treated immediately onsite and reinstated in as little as a one hour.
- Companies that lose 60% of their information are out of business within 6 months.
- Prompt reinstatement reduces the insurance claim and consequential loss

◆ Is document restoration expensive?

- Restoration typically costs approximately 20% of replacement costs for example a fire damaged book can be restored for as little as £1.50

◆ Why include paper in your business continuity plans?

- Approximately 80% of existing Business Continuity Plans do not include hard copy information in their business continuity plan.
- Customs and Excise do not consider a fire or flood disaster a reasonable excuse for not filing a VAT return.
- Document retention guidelines recommend that all paperwork required for statutory purposes be kept in hard copy in case it could be required in court