



FOR IMMEDIATE RELEASE

Crawford Contractor Connection® Expands Decontamination Service

The enhanced service will clean and restore sites exposed to coronavirus (COVID-19)

ATLANTA (March 20, 2020) Crawford Contractor Connection, an industry leader in contractor managed repair services, has expanded its decontamination service to clean and restore sites in the U.S. exposed to the coronavirus in a timely manner to minimize interruption. The enhanced service will soon be available in Australia, Canada and the U.K.

The decontamination service provides organizations with access to over 700 licensed and insured biohazard contractors across the U.S. The service offers a rapid-reaction capability, with contractors able to respond within one hour of a notification to the Contractor Connection 24/7 call center to clean and restore affected sites, enabling businesses to restart operations quickly and limiting business interruption.

All contractors are rigorously vetted by Contractor Connection and are professionally equipped to restore sites affected by a range of biohazards, including COVID-19. Contractors are monitored throughout the cleaning process to ensure timeliness of response, quality of restoration, fair and reasonable pricing and unmatched customer satisfaction.

“The coronavirus (COVID-19) is having a significant impact on lives, businesses and communities everywhere. By providing access to our rapid-response decontamination service, Contractor Connection can help reduce the potential impact of contamination in the workplace and return the environment to full operational status as quickly as possible. Our focus is on helping companies limit business interruptions and ensure that the affected facilities are completely safe for those who use them,” said Lance Malcolm, U.S. president, Contractor Connection.

“COVID-19 has presented new challenges for businesses around the world, and we understand the importance of ensuring the safety of all employees and customers,” commented Larry Thomas, global president, Crawford Specialty Solutions. “Experts have warned that we have just begun to feel the impact of the virus in the U.S., and it is expected to continue to affect lives for the foreseeable future. Our goal is to offer support and assistance



during this turbulent time as we continue to honor our mission to restore and enhance lives, businesses and communities.”

For more information visit: <https://www.crawco.com/covid-19/decontamination-services>. For immediate assistance, contact Contractor Connection at (800) 690-0174 or decontamination@contractorconnection.com

About Contractor Connection®

Contractor Connection, a division of Crawford & Company® (NYSE: CRD-A and CRD-B), is an industry leader in contractor managed repair and home improvement services, providing insurance carriers and consumers a national network of residential and commercial contractors that are vetted and managed for performance, measuring quality, timeliness and customer satisfaction. www.contractorconnection.com.

About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world’s largest publicly listed independent provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Company’s two classes of stock are substantially identical, except with respect to voting rights and the Company’s ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75 percent of CRD-A, voting as a class. More information is available at www.crawco.com

About Decontamination Services

If an organization or facility is exposed to coronavirus, Crawford's Contractor Connection can provide a trusted, licensed and insured contractor to clean and restore affected sites in a timely manner and get sites back in business. As part of our Environmental Hazards services, Contractor Connection’s decontamination-credentialed contractors offer extensive expertise and are professionally equipped to restore sites affected by coronavirus and other biohazards. <https://www.crawco.com/covid-19/decontamination-services>

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