



Major Loss Case Study

Fire at Sainsbury's Tameside Distribution Centre.

Background

Large scale, technical fire decontamination following external vehicle fire.

Response & Recovery

Sainsbury's Tameside Distribution Centre supplies over 130 local stores and plays a crucial role in the supermarket giant's distribution chain. In May 2015, a loading bay vehicle fire contaminated the building structure, ambient food storage area and tonnes of products sitting on racking standing over 12 metres high.

The scale and complexity of the recovery and Insurance claim for property Damage, and business interruption for a high profile client, was immediately clear to the insurers.

By the next day, Project Managers and Health and Safety experts from ISS Restoration's Complex & Major Loss team joined the insurers, consultants and Sainsbury's personnel to establish a recovery plan. The plan would maintain distribution centre operations and minimise the cost of property damage, replacement and business interruption claims.

The phased plan involved restoring the structures, working alongside ongoing distribution centre operations, whilst meeting the impeccable Health and Safety standards required to ensure on-site safety of all personnel.

Challenges such as controlling the CO₂ emissions from MEWPS equipment from impacting workers, were successfully overcome by ISS installing and monitoring CO₂ levels at 24 building locations. Without this, petrol MEWPS equipment could not have been used and recovery deadlines would have been greatly extended with significant additional cost.

Four weeks and 11,335 man hours of decontamination later, ISS had achieved all the timescale and quality goals, overcoming the challenges that naturally occur in a live environment; to the delight of Sainsbury's and Insurance stakeholders.



Achievements & Benefits

- Successful Restoration (rather than replacement) of building structure and storage racking via our large team of MEWPS trained restoration technicians.
- ISS experts fully Integrated into the multidiscipline recovery planning and management team from Day 1.
- Ambient store area re-opened after 2 weeks.
- BI & Property Damage impact kept to a minimum.
- Technical solutions proposed and used to maximise the speed of the recovery process and satisfied the client's concerns and standards.
- Working 24/7 in a phased plan meeting the challenging 4 week completion deadline and overcoming challenges.

ISS invest significantly in its people and training each year, maintaining and growing the largest team of commercially skilled technicians in the industry to serve and consistently deliver value and savings on all types of commercial, complex and major loss claims.

Setting the standards in disaster recovery

24 HOUR SUPPORT LINE

0800 0855 134

www.iss-restoration.co.uk

