



eden project



Case Study

Eden Project

Background

Flash flood closed Cornwall's main tourist attraction

- Visitor Centre and Ice Rink under 3ft of water
- ISS Restoration and Recovery re-opens project within a week
- Local volunteers and staff help the restoration process

Restoring Eden

Storms & flash flooding are an ever more common feature of UK weather patterns and when the world famous Eden Project near St Austell was flooded, ISS Restoration was called in to help.

Fortunately the iconic Biomes weren't affected, however the Visitor Centre and the Ice Rink were flooded with 3 feet of water and the Eden Project had to close, disrupting the business close to the important Christmas period.

On the day of the flood, ISS Restoration received a call from Eden Project's insurer late in the afternoon and immediately dispatched ISS Restoration's Major Loss Project Manager who arrived in Cornwall that evening, ready for a disaster recovery meeting with Insurer, Loss Adjuster and Eden's Managing Director early the following day.

The damage was assessed, priorities set, recovery plans drawn up and agreed.

The first team of ISS Restoration technicians were already en-route and arrived onsite the same morning starting work in the Link building. Further teams of ISS technicians were dispatched so on the second day a 16 man team and two Project Managers were working to schedule.

The recovery plan also utilised teams of passionate local volunteers and Eden project staff, who under direction from ISS Project Managers & Supervisors could help and support the clean up process, saving time, money and making the recovery a real 'team effort'.

Within a week the Visitor Centre and parts of the Link building were reopened to the public. The Ice Rink, initially thought to be a write-off, was returned to full working order within 4 weeks and ready for the Christmas holiday season.

This was a really superb project to have been involved in. Not only is the Eden Project an important environmental centre, but the emergency allowed ISS Restoration to use its skills and scale to help all involved, re-opening Eden as quickly as possible, keeping the costs and business impact of the incident to a minimum and turning a bad situation into a local good news story.

Setting the standards in disaster recovery

24 HOUR SUPPORT LINE

0800 0855 134

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