



Case Study

Flooding at one of UK's leading biscuit manufacturers – Carlisle

Background

Flood water up to five feet deep devastated factory putting 12 production lines out of action.

Millions of pounds worth of machinery contaminated by river water.

Factory which produces 86,000 biscuits per minute, equivalent to 90 tonnes a day, brought to a standstill.

Several miles of production lines and conveyor system damaged.

ISS Restoration Recovery Plan

- Within hours of being called in ISS Restoration deploy 50 strong team of engineers and technicians.
- Specialists in this type of technology flown in from ISS sister companies in Holland and Denmark.
- As policyholder has large workforce available, plan drawn up to use as many of policyholder's employees as possible to reduce costs.
- Three separate decontamination and corrosion removal units set up in factory to restore thousands of components.
- Scores of machines – some more than 40 years old – stripped down to component level and put through chemical and ultra sonic restoration processes.
- ISS engineers use experience of handling similar recovery projects to immediately place orders for new components which they knew would not be recoverable to save time and reduce business interruption costs.
- Each piece of equipment was sterilised and certified as being fit to be put back into food production.
- 75 per cent of production machinery restored with decision being taken by policyholder to upgrade older machines.
- In many cases, restoration was the only option as equipment had been specially made for a particular application and lead time to manufacture replacements was several months.

Benefits

- Round the clock restoration process enables production to re-start within eight weeks.
- Systems devised to enable restoration work to continue while production was re-started.
- Savings estimated at tens of millions of pounds made through effective restoration.
- Business Interruption costs kept to a minimum.



One Call, One Response, One Solution

01889 570 777

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