



ZIRCON FLOORING KITCHEN REFURBISHMENT PROJECT

bodyholiday
Saint Lucia





Zircon Flooring – the BodyHoliday project

This unique refurbishment project specified and completed by Zircon Flooring represents a totally new departure for this family-run company and our first venture into international operations.

This was a very special commission, entrusted to Zircon Flooring following months of negotiations, site reconnaissance and careful planning, breathing new life and bringing the highest standards of hygiene to a world leading food preparation area serving one of the world's most iconic lifestyle destinations.

The hotel in question is BodyHoliday St Lucia, owned by Sunswept Resorts, set on a secluded cove of white sandy beach at the edge of the Caribbean Sea and surrounded by tropical gardens and rainforest. BodyHoliday Saint Lucia is the ultimate getaway for body and mind, recognised as one of the finest destination resorts and a centre of well-being.

Work carried out by Zircon Flooring was part of a \$20 million renovation, completed just in time for the property's 30th anniversary.

With six five star restaurants designed to satisfy every taste with menus that feature locally-sourced foods and ingredients fresh from the resort's own organic garden, the kitchens are one of the focal areas of the hotel. Covering an area in excess of 250m² and subdivided into sections including an allergy kitchen, bringing these areas up to standard was an integral part of the refurbishment plan, and Zircon Flooring played a pivotal role in helping the hotel to achieve their aesthetic and operational objectives.

The end result is a clean, fresh and practical flooring system, using resin flooring to its best advantages, successfully transforming what was a tired and jaded food preparation area into a bright, airy space reflecting the calibre and high standard of the food served.



Zircon Flooring – meeting temperature and humidity challenges in St Lucia

At Zircon Flooring, we are experts in seamless resin flooring, with over a quarter of a century of experience installing, maintaining and repairing commercial and industrial floors.

Although the BodyHoliday project gave us an opportunity to demonstrate our expertise in specifying resin flooring to match individual customer requirements, it also placed a new set of challenges on our doorstep.

From the outset, this was a demanding task which would require all of our skills and expertise to ensure the optimum outcome.

We were aware that both temperature and humidity levels in St Lucia (36-40° during daylight hours) during the summer months would present us with challenges in terms of storing, installing and curing the products we had selected for the work.

With polyurethane screeds curing very fast in high temperatures, the speed and skill of the team in mixing and applying the resin in high temperatures would be critical at all stages.

In addition, with a time difference of five hours between the UK and St Lucia, the early stages of the project were communicated via telephone and emails – often requiring out of hours working to accurately determine requirements and direction.

Meticulous planning and preparation were essential. As we were shipping all materials and plant from our headquarters in East Yorkshire to St Lucia – more than 4,000 miles – it was vital that we ensured we had all components and products in the right quantities on site at the right time; any omissions could have jeopardised the timely completion of the project, so project planning was also a critical consideration.

Successful completion of this challenging and high profile project – on time and to budget as an integral part of this major refurbishment scheme – underlines the knowledge, expertise and commitment of the team from Zircon Flooring.



Researching the technical aspects

Although the products specified for the BodyHoliday hotel kitchens were established, tried and tested materials, less was known about installing these products at high temperature in areas which were not air conditioned during the process of the work.

As a result, prior to undertaking the project, the Zircon Flooring team worked closely with manufacturers Resdev in order to fully understand the parameters of the materials concerned, to investigate optimum methods of application to improve speed of installation and how best to store product to ensure that all the positive benefits of the chosen resin flooring system could be optimised and guaranteed.

Additional laboratory work was completed in support of the carefully planned installation programme in support of project timings and to achieve the quality finish required by this prestigious project.



An aesthetically pleasing and practical solution

BodyHoliday is a high end destination hotel, so the overall finish from an aesthetic point of view was an important consideration for the client.

Although the primary objective was to achieve the right performance levels to support the practical work of this food preparation area, the final 'look and feel' was an important issue.

Selecting a light, bright colour for the floor across all areas has successfully created a pleasant working environment where light is optimised.

In addition, carrying the same colour and finish throughout all the different areas of the kitchens has added to the feeling of light and space in every room.

With coving to all floor to wall areas right across the space, this is now a quality kitchen which also meets all practical considerations, with the necessary levels of durability to withstand steam cleaning and pressure washing processes.



Resin flooring – matching the demands and performance requirements

Zircon Flooring recommended Pumadur products by Resdev as the ideal solution to match the aesthetic and performance specifications for this prestigious project. These durable products, offering the perfect combination of impact, abrasion and chemical resistance, also yielded the application characteristics necessary for this tropical environment.

Durable food grade resin flooring systems were the obvious choice for this food preparation area, where resistance to steam cleaning and pressure washing processes was an essential performance requirement.

From the initial stages of the enquiry, Zircon Flooring worked very closely with the client in St Lucia to provide a level of knowledge and expertise that was quite simply not available in the local area.

From initial specification and supply of samples through to a detailed local site survey conducted by specialists from Zircon Flooring, the company provided full guidance and support to ensure the successful completion of the project.

Meticulous cooperation between Zircon Flooring and the client ensured that the entire project ran smoothly and without incident, matching challenging time schedules, covering administrative as well as operational procedures such as work permits and environmental issues.



The challenges of the BodyHoliday project

The key challenge of the BodyHoliday project was presented by the heat and humidity constantly present during the working procedures. With temperatures consistently between 36-40°C, achieving the optimum finish was dependent on the skills and expertise of the Zircon Flooring team, working to maintain the correct speed of application and installation to match cure rates.

Meticulous project planning played a critical role; with support systems and additional product over 4,000 miles away, the planning stage long before the project began was vital to the success of the task.

Keeping materials in optimum condition also posed an issue; once these had been delivered to St Lucia, they were kept in a warehouse off site to maintain best temperature conditions, with staged deliveries to site to match work in progress to avoid exposing product to additional levels of heat and humidity.

In addition, although the area operated as a single kitchen, it was subdivided into separate working areas, with partition walling and equipment such as ovens and other units which could not be moved; it was necessary to manage individual areas separately and add coving throughout the areas to create a seamless system in line with hygiene requirements.

Practical considerations included working with the St Lucian government to obtain the necessary work permits and other legal considerations such as full and detailed compliance with environmental regulations and restrictions.

Work around other trades initially during the preparation phase required careful planning and cooperation to manage all aspects of the task. With a major refurbishment programme underway covering most of both front of house and back of house areas, access, security and other considerations required careful and often sensitive management.



Committed to sustainability

Zircon Flooring believes very strongly in protecting the environment wherever possible and as such always takes care to place waste management and recycling protocols at the heart of our works.

Working on St Lucia, where the island's most important natural resource is its beauty and its chief income comes from tourism, there are many regulations in place including the National Environmental Summary (NES) for Saint Lucia, developed by the United Nations Environment Programme (UNEP), with financing from the European Community (EC).

Environmental priorities include avoidance of pollution of various forms in both terrestrial and marine areas, and the island continues to develop legislation to enhance environmental management.

As a result, prior to commencing this project, Zircon Flooring liaised closely with St Lucia's official Waste Officers to develop a programme for the disposal of specific waste streams in line with local regulations, learning and complying in full with local requirements.

During the course of the project, two environmental officers from the St Lucian government were permanently on site to monitor compliance and to assist with queries or issues.

The Zircon Flooring team was commended for compliance, with our operatives committed to maintaining best practice to conserve this island paradise.



Health & Safety, Training and Staff Development

All Zircon Flooring staff are registered as part of the Construction Skills Certification Scheme. They are also qualified to NVQ2 and NVQ3 level, and have completed the Site Management Safety Training Scheme, Site Supervisors Safety Training Scheme and PAT Testing. Keelan Draper completed Face Fit Train The Tester.

In the earlier stages of project planning, these staff development initiatives demonstrated to the client that Zircon Flooring staff were suitably trained and qualified to carry out this exacting project.

Prior to the commencement of the project, Zircon Flooring personnel carried out a full and extensive risk assessment on site, working closely with the client to identify areas for concern and to devise solutions to overcome issues identified. This risk assessment included a list of potential hazards and the action required to avert accident or injury.

In support of this work, specific exclusion zones were outlined in the assessment, detailing 'Trained Personnel Only' areas when certain machinery or processes were being used.

The assessment also included details of appropriate clothing and safety items to wear during potentially hazardous assignments such as enclosed grinding. Fire safety advice was prevalent within the assessment, as well as best-technique information on the storage, stacking and lifting of corrosive materials and heavy equipment.

Tony Ledger and Keelan Draper, Zircon's Site Supervisors for the St Lucia BodyHoliday project, and holders of all relevant training and health and safety qualifications, remained on site at all times to ensure workplace safety was maintained throughout the project.

A Code of Conduct, Health and Safety and Emergency Procedures document was also presented to all staff and shared with BodyHoliday prior to work commencing.

Alongside our responsibility for ensuring the highest levels of Health & Safety for our own operatives, with PPE as the last line of defence in keeping staff healthy and safe, we faced an additional task when specifying mandatory control measures for the local contractors working on the project.

Taking time out of flooring and working closely with local contractors, Zircon Flooring dedicated over 30 hours to onsite training in floor preparation, material mixing/installation and basic H&S/PPE to bring our local partners up to speed and to a standard matching our own requirements.

Over and above H&S considerations, Zircon Flooring also demonstrated commitment to the wellbeing of all staff working on the project, with constant access to cool, fresh drinking water – essential when working in tropical conditions - and refreshments.



A prestigious refurbishment project

Sunswept Resorts' BodyHoliday St Lucia is one of the world's most exclusive destinations dedicated to wellbeing and relaxation. Zircon Flooring is proud to have been selected to play a role in this prestigious refurbishment project, and both proud and pleased with the end result achieved during this demanding installation.

This was a real logistical challenge. Accurate project planning was vital and our background work was critical to the success of the project. From correct packaging for the right quantity of materials and equipment through to customs clearance, on-site training, environmental compliance and expert installation procedures, this was a textbook project where we successfully delivered excellence across the board.

Alongside expert craftsmanship, effective problem solving and a sustainable specification, Zircon Flooring was determined to deliver minimal disruption and true partnership and collaboration.

Fielding a strong, knowledgeable, fully committed and highly trained team, Zircon Flooring completed this task on time, to budget and to the highest standards, using quality materials to ensure that this installation will meet its operational challenges into the future.

Following completion of the project, we are proud to report that the customer testimonial awarded an 'excellent' rating to Zircon across all areas – levels of service, project management, team performance, finished product and Health & Safety procedures.

"From the moment we contacted Zircon, they were professional and answered all our queries proficiently and quickly. They provided videos and documentation to show how the system would be installed. This was important to us as they had to travel to the Caribbean to undertake the works. All materials and equipment arrived before our start date. Once their team arrived, they were straight into their work. I was impressed that everyone had their role and got straight into prepping the floors and laying the finished surface. If we require a resin floor again for another area, Zircon will certainly be our first contact."



Before



Tiles removed



Installing cove detail



After