



Plastic Surgeon Case Study:

## Plastic Surgeon Offers Big Savings at Scottish Supermarket

**Client:** Barr Construction  
**Sector:** Construction

**Repairs:** Reconstituted stone cladding repair  
**Site:** Sainsbury's Strathaven, Lanarkshire

### The Challenge

Facade cladding is one of the most vulnerable parts of any property when it is under construction, while its replacement can be both logistically difficult and costly. Therefore when an unidentified sub-contractor caused damage to the main frontage of a new Scottish supermarket, a call went out to Plastic Surgeon, the national cosmetic repair specialist, to remedy the situation.

The work at the Sainsbury's store in Strathaven, Lanarkshire, was carried out on behalf of Barr Construction; the main contractor for the original build and a regular customer of Plastic Surgeon.

There is a need to carry out snagging operations at the end of any build programme and Barr Construction has come to realise how much quicker and more economically Plastic Surgeon can complete such tasks. It is also viewed as far more sustainable to repair rather than replace: a consideration at the core of the retail giant's mission statement.

As is often the case where multiple trades use ladders, cherry pickers and other means of access, some of the reconstituted stone cladding panels had been chipped, while there were also cracks and discolouration to the body of some sections. Furthermore, the high quality cladding featured a swirling random pattern in several colours, while one of the affected areas was directly above the cash-point, or ATM, at the front of the building.

## The Solution

Therefore to minimise disruption for the supermarket's customers, and to mitigate the health and safety implications, Plastic Surgeon's finisher, accompanied by the company's Scottish Regional Manager, Derek Whiteford, arranged to begin the repair work at 7-00 am, before the store opened to the public. Safety barriers were erected around the work area and an aluminium alloy tower scaffold used to access the affected area some three metres above the ground.

## The Result

Initially the finisher employed rapid hardening two-pack fillers to restore the chipped and scratched sections of the inch thick panels to slightly proud of their original profile, before smoothing them back by hand and with power tools.

Then using the pigments that all of the Plastic Surgeon's finishers carry in their van kits, the operative mixed a series of colours including red, orange and a sandy yellow. These were then sprayed on using the compressor set at a very low pressure to achieve the correct texture.

This technique was repeated on the separate section of the façade near to the trolley bay, with all work being completed by the end of the eight hours allocated in the original quote.

The Site Agent for Barr Construction, Mr Gordon Forrester, commented: *"This was a sensitive task given that the work had to be carried out in an area normally used by the public. Plastic Surgeon cooperated fully in providing a safe working plan and beginning early in the morning, while the finisher involved did a very good job in repairing and colour matching the damaged areas. Replacing these panels would have been far more disruptive and costlier."*

Not only has Plastic Surgeon worked extensively for Barr Construction on colleges and other education projects in the run up to handover, but the success of the work at Sainsbury's Strathaven store has resulted in the specialist being requested to return and repair more cladding to the rear of the building, plus two hand dryers fitted in a washroom.



## Sustainable Repairs

At the same time as providing clients with a comprehensive cosmetic repair service addressing virtually every type of product and substrate, Plastic Surgeon is also addressing important aspects of the sustainability agenda. For while the company's ethos of 'repairing rather than replacing' represents a saving of approximately £3 for every pound spent, this approach also significantly reduces waste going to landfill and therefore helps cut a customer's carbon footprint.

Uniquely, Plastic Surgeon has developed its VisibillTy software which translates each finisher's job report, sent from their palm pilot, into the equivalent weight and other statistics on a data base that participating customers can utilise for their own sustainability reporting.

Total Landfill Savings for this project:

0.5 tonnes

**Plastic Surgeon**  
FINE FINISHERS

Blue Waters House, Pottery Road, Bovey Tracey, Devon TQ13 9DS  
Tel: 0845 141 0000 Fax: 0845 143 0000 Email. [priority@plastic-surgeon.co.uk](mailto:priority@plastic-surgeon.co.uk)  
[www.plastic-surgeon.co.uk](http://www.plastic-surgeon.co.uk)