

DOUGLAS

OHI



CROWNE PLAZA®

CROWNE PLAZA MUSCAT

CASE STUDY



CROWNE PLAZA®
HOTELS & RESORTS



Crowne Plaza Renovation



The Brief

For the first time since its opening in 1975, the hotel closed its doors for 14 weeks to enable a fast and dynamic renovation by Douglas OHI.



Client : Gulf Hotels



Programme : 14 Weeks



Completion : September 2018

Gulf Hotels wanted a contractor with in-house capabilities to deliver the refurbishment of their flagship hotel in Muscat.



The Scope

- New 2,100m² infinity pool and 450m² cantilever pool bar.
- Demolition & reconstruction of 1800m² restaurant area.
- Addition of 700m² terrace and 1st floor extension to the bar deck.
- New entrance and reception area.
- New contemporary designed façade including external cladding, windows, doors and external wall finishes
- Installation of water feature & hard landscaping at entrance.



Crowne Plaza Renovation



Challenges

- What made this project such a success was the complex nature of the demolition works carried out both internal and external. This ranged from the porte-cochère at the entrance which required controlled demolition to alter the shape of the structure, full demolition of the internal ceilings and floors in the entrance lobby area and all-day dining, demolition of internal block walls and staircase. These were carried out in an environment which had to be preserved structurally for re-building.
- The external works required the full demolition of an existing pool, which had to be carried out at the same time as the construction works for the plant room, which was in the same location.
- All these demolition tasks had to take place simultaneously. Due to the time constraints on the job, the construction work was also going in parallel with demolition in the same areas. This led to extremely complex coordination, which allowed the project to be a success.
- The continuous coordination on site between the demolition contractors and Douglas OHI personnel had to be closely monitored and escape routes etc. continually changed.

Being a fast track project meant that Douglas OHI had to be ready to mobilise ahead of schedule

Staff from across the whole business were invested in the project to provide their expertise

Our dedicated team of staff worked two shifts over 24 hours, 7 days per week for the duration of the project



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We are thrilled for our guests to experience a uniquely new Crowne Plaza® Muscat that still carries the traditional hospitality we are known for. This could not have been possible without the support of our partners Douglas OHI, design consultants Hoehler + alSalmi and the hotel operator. Their hard work was instrumental in successfully completing the renovation on time and to the highest standards.

Hannah Macki
Director
Gulf Hotels

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Working on this iconic property was both exciting and rewarding for our team, and represented an opportunity for us to bring a positive approach to construction and design solutions. We were able to pull from our breadth and depth of hospitality experience to bring strategic solutions to several aspects of the planning process. It was a pleasure to work collaboratively with both the Client and Consultants in order to deliver this fast track project.

Aaron Hennessy
General Manager
Douglas OHI

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Project Management

Managing a project with such a high volume of work within such a demanding and immovable period required a team of experienced staff to manage each process stringently. Some of the key management tools that were employed on the project included:

- Actual versus planned progress was tracked and managed very closely using the progress tracker which was able to track key elements in real-time.
- Morning and afternoon project team meetings were held daily.
- Daily site walks with the Client to review progress and weekly senior level management meetings, all contributed to a very collaborative team effort.

The project was broken down into 5 different elements with experienced staff in charge in each area. This ensured full attention was given to every detail and made it possible to complete the project in such a short timeframe.

Health & Safety Management

Our Crowne Plaza project management team faced a number of HSSE issues when delivering this project, not least of which was a demanding programme.

Our team completed the project in approximately 811,235 man hours, and did so without any accidents or incidents.

The fact that there was a major demolition scope which was in a live environment also led to challenges which were controlled very well onsite.

This was no mean feat and was only ever going to be achievable by incorporating good HSSE practice into everything they did. In addition to managing, the safety, health and wellbeing of our own people.

Sustainability Management

Douglas OHI is fully committed to implementing a full waste management process onsite, with sustainability being the key driver.

A key element to this was appointing a salvage contractor for the majority of the demolition, ensuring where possible the materials will be used elsewhere or recycled.



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