



**Project:** Amenities Refurbishment  
**Client:** Westfield London Shopping Centre  
**Designer:** Hurst  
**Main Contractor:** Hurst  
**Location:** White City, London  
**Programme:** 8 weeks  
**Sector:** Shopping Centre Amenities  
**Year:** Completed 2022

## The Brief

The welfare facilities for the Food Court restaurant staff in Westfield London's iconic shopping centre required updating and refurbishment.

The client required new, accessible facilities which would provide staff with a modern and improved working environment whilst also being durable and easy to maintain to ensure high standards of hygiene. The project required the installation of full washroom facilities including toilet cubicles, vanity units, shower and foot washing stations as well as secure access and storage provision for staff belongings.

Having previously delivered a number of successful interior fit-out projects for the client, Hurst were appointed by the Facilities Management team to design, manufacture and install the new facilities.

## The Solution

Hurst advised the client on all elements of the design, including planning and best utilisation of the space, the colour scheme and interior finishes.

Once approved, the existing facilities were stripped out and the refurbishment began with suitable durable flooring and ceramic tiling installed. Hurst constructed modern new toilet cubicles, installed hand drying facilities with tiled splashbacks and fully tiled shower areas with separate foot washing stations. A key part of the upgrade included new vanity units which conceal unsightly pipework and waste bins as well as feature new sensor taps and soap dispensers in addition to new lighting and upcycled mirrors.

Special consideration was given to accessibility and security with DDA compliant automatic doors and new self-managed, state-of-the-art 'Smart' lockers installed, ensuring staff belongings are kept safe.





## **Project Challenges**

- Due to the limitations of the space, careful consideration was given to how easily and efficiently staff could move around the facilities whilst ensuring they maintain a comfortable distance from each other.
- Given the proximity of the facilities to the restaurant kitchens, the ability to maintain the highest standards of hygiene was a key consideration of this project and where possible hands-free features were incorporated into the design.
- Special consideration was given to the Smart Lockers to utilise existing security access cards that are linked to the security access control system which are self-managed and secure.

## **The Result**

Delivered on time and on budget, the space provides new state-of-the-art contemporary Welfare facilities for staff, that are easy to maintain and will endure for many years to come.

In addition, this new accessible environment embraces Westfield London's culture of diversity and inclusion, and is a demonstration of the importance they place on employee's wellbeing.