



CRITICAL PATH

WINTER 2008

Two Nordstrom Stores Receive New Look: LLOYD CENTER & DOWNTOWN PORTLAND

For over 17 years, R&H has collaborated with Nordstrom to successfully handle all of the retailer's construction needs in the Portland area. Projects have ranged from small department reworks and repairs to the complete renovation of entire stores. Most recently, Nordstrom retained R&H and Callison Architecture for two large projects at the prominent Downtown Portland and Lloyd Center stores.

The Downtown project primarily centered around the addition of several designer shops aiming to reflect the boutique atmosphere of brands like Chanel, Gucci and Dolce & Gabbana. At Lloyd Center, a substantial remodel revitalized the look and feel of the entire store. No department was left untouched in the renovation that included all new tile flooring, carpet, lighting, casework, paint, wall coverings, fixtures, exterior signage and a remodeled café. With a talented crew, strong organization and acute attention to detail, R&H managed both projects while maintaining Nordstrom's expectation for the highest quality work.



Chanel Handbags - Downtown Portland



Dolce & Gabbana - Downtown Portland



The Rail - Lloyd Center

All photos courtesy of David Papazian Photography, Inc.

Setting the Stage: In order to keep Nordstrom's staff well-informed of construction activities and limit the amount of disturbance, R&H assembled a detailed phasing diagram for both stores outlining project timelines. Separated by floor and color coded by department, the diagram gave store employees the exact timing for work in their respective departments. In addition, R&H staged and kept inventory of all materials in an off-site warehouse location, which saved the crew both time and valuable on-site storage space.

"The Nordstrom team has mentioned several times that they will miss R&H being a part of the store. This speaks volumes."
Kirsten Kays
Store Manager, Downtown Portland

Maintaining a Pleasant Shopping Experience: R&H and their subcontractors worked hard to exceed Nordstrom's expectations by maintaining clean, quiet and safe jobsites at all times. During store hours, all construction work was discreetly hidden behind neat black curtains and directional signs pointed patrons to temporary locations. Night crews worked throughout much of the projects on items that produced excessive noise or dust, required large areas to be unoccupied or simply posed a safety concern for customers. Fixtures and casework that were de-constructed overnight were carefully reassembled by crews each morning in time for the store's opening to the public, ensuring shoppers never felt as if they were entering a construction zone.

Safety First: Recognizing that construction projects within a busy retail store such as Nordstrom can pose an imminent safety concern, R&H took the initiative to create a customized safety plan specifically for the Nordstrom projects. In detail, the plan outlined procedures for communication flow, housekeeping, signage and proper floor transitions to avoid tripping hazards. In addition, an on-site R&H safety engineer monitored the jobsites and held meetings with Nordstrom managers each morning to review and approve all construction areas prior to each of the store's openings.

AWARDS & HONORS

Oregon's Most Admired Companies

For the third year in a row, R&H was honored as one of "Oregon's Most Admired Companies" for 2007 by the Portland Business Journal. R&H was one of only two General Contractors to make the list in the Commercial Real Estate category.

This is a tremendous honor as voting was cast by over 2,000 CEOs and top-level managers throughout the state. Participants were surveyed on their opinions of companies based on innovation, quality of management and services, community involvement and branding and marketing.



ROSE Safety Excellence Award

The efforts of R&H's entire team to keep safety at the forefront were recognized by the Associated General Contractors, Oregon Columbia Chapter in January.

R&H was one of six companies to be honored with the prestigious ROSE (Recognition of Safety Excellence) Award and the only company to receive the "Outstanding Program" Award. The ROSE Award is given to companies who set the industry example for safety, focusing on management commitment and involvement, an active safety committee, employee involvement and training and regular safety inspections.

R&H CONSTRUCTION CO.
1530 SW Taylor Street
Portland, OR 97205

Prsrt Std
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P A I D
Portland, OR
Permit No. 141

HEADWATERS AT TRYON CREEK

Architect: Vallaster & Corl / Sullivan Arch.

Housing development featuring townhomes, apartments and independent senior living.



CALDERA SPRINGS

Architect: Zehren & Associates, Inc.

Lake House, Pool House, pavilion and bridges for new resort community in Central Oregon.



RECENT PROJECTS

THE COTTAGES AT CAPE KIWANDA

Architect: Scott/Edwards Architecture, LLP

18 fractional-ownership vacation cottages steps from the beach in Pacific City, Oregon.

