



## HAWKSMOOR

### The Opportunity

Hawksmoor is widely considered one of the most admired companies in the restaurant industry, with award-winning restaurants in the UK, New York City and soon Dublin. They became the first UK restaurant group to gain B Corp certification, joining a global movement for an inclusive, equitable and regenerative economy. Hawksmoor has just published the company's first annual impact report, and in working with Bunzl Cleaning & Hygiene Supplies and ABS, they are furthering their commitment to sustainability and enhancing the customer experience.



### The Challenge

The Hawksmoor team want to improve the washroom experience at their Air Street, London restaurant. The challenge was a substandard washroom experience (persistent urinal blockages and unpleasant odours). Additionally, a single blockage could shut down the remaining urinals, causing significant disruptions that could last up to 48 hours, while a third party rectified the issue with the expensive rodding of the pipes.

However, this and other short-term measures to tackle the issue proved ineffective and unsustainable, relying on harsh chemicals, manual intervention, and costly ad-hoc rodding by external companies.

## The Solution

ABS uncovered the root cause: uric acid scale build-up. Uric acid is a by-product of urine that solidifies when reacting with limescale. This reduces the pipe's diameter, slowing down the flow from the urinal and leading to blockages and bad smells.

Hawksmoor implemented URIZAP, and within just three weeks, they noticed a significant reduction in uric scale and odour in their washrooms. But it didn't stop there - by six weeks, the odour was nearly eliminated, and the uric scale within the pipework was drastically reduced.

*“Our obsession with quality and ethics has always driven us to work with individuals and companies who share our beliefs. URIZAP reduces the need for harsh chemicals, is easy to administer, removes odours and costly repair services. We look forward to working with ABS in the future.”*

*Patrick Urey*

*Head of Operations, Hawksmoor*

## The Result

The implementation of URIZAP has eliminated unpleasant odours in the washroom and removed all blockages of uric-acid build up. Hawksmoor also believes they will save litres of water and CO<sup>2</sup> emissions by implementing URIZAP into operations. As well as reducing single-use plastics, and harsh chemicals which pollute water streams. Furthermore, Hawksmoor will save costs as they will have reduced callouts for blocked pipes and can provide customers with a pleasant clean and hygienic washroom experience.

**Find out more about URIZAP:** <https://www.bunzlchs.com/ABS-URIZAP-Healthy-Washrooms>

Before - image of uric-acid build-up



After – blockage free

