



CASE STUDY

## **A national Asian restaurant chain's Central Kitchen Is Watertight**

# The Client

A national Asian restaurant chain's  
Central Kitchen, London

Since opening its first restaurant in Bloomsbury in 1992, The restaurant chain has grown to be one of the UK's leading hospitality brands. With more than 150 restaurants in the UK, the award-winning Asian-inspired restaurant chain is a popular destination for food fanatics, serving an estimated 6.5 million katsu curries each year. With 39 restaurants in London alone, it is essential for the chain to continue operating in the most efficient way possible to meet the demands of its growing client base.

The chain's Central Kitchen is responsible for making the sauces for all its restaurants, which chefs cook three days in advance to allow for extra stock flexibility. Even a minor disruption to the kitchen's water supply could lead to major disruptions in the supply chain, potentially leading to restaurant closures, unhappy customers and reputational risk.



## It is essential to ensure quality at every step

With the reputation of over 150 restaurants at stake, the Asian restaurant chain needed to put a sufficient plan in place to understand and accommodate for any unexpected water supply issues. Relying on 30,000 litres of water each day, it was essential for London's Central Kitchen venue to ensure that an emergency water supply was always available to mitigate any threat of closure.

The restaurant chain identified that even something as small-scale as low water pressure could lead to appliance malfunction and equipment failure, putting added pressure on kitchen staff and ultimately forcing closure. This led them to contact Water Direct's water resilience team, who worked with the restaurant chain to provide vital insights into how to mitigate risks to their site and operations via a WaterTight™ contingency plan.

“

**With Water Direct's  
award-winning service,  
your water continuity  
plans are guaranteed  
to be WaterTight™.**



**150**

UK Restaurants



**6.5 million**

katsu curries served every year



**30,000 litres**

of water required a day per venue



## In the last year alone there were **53,397 burst water mains in the UK**

Having a plan for a water emergency is essential for the continued operation of a business, and the hospitality industry is particularly vulnerable. Food production can't gamble on the quality of water, supply, particularly as the health of customers could be at risk.

The national Asian restaurant chain recognised the importance of protecting its operations and had a detailed audit carried out by Water Direct. Its site-specific emergency plan covers a wide variety of risks, including an alternative water supply to compensate for a sudden loss of water. The assured plan guarantees that Water Direct will be available 24 hours a day, 365 days a year with a 30,000-litre water tanker to accommodate any loss of supply.

The restaurant chain's comprehensive WaterTight™ contingency plan also considers the issue of contamination that can occur in a number of ways, from leaking pipes, ageing infrastructure or flooding. Water Direct has the capability to flush all pipes and carry out a series of detailed tests on-site to ensure water quality before production is resumed.



## Why get a **WaterTight™** contingency plan for water?

National surveys by UK water utility companies found that up to two-thirds of businesses are not aware that it is not the responsibility of water utility companies to provide an emergency water supply. The water industry is lobbying for businesses to pre-empt any disruptions caused by loss or contamination of water with a dedicated water continuity plan.

Through years of experience and multi-million-pound investment in capability, Water Direct can provide a valuable insight into any potential risks in your business's current water operations, providing an extensive site, operational and infrastructure audit.





## **We're Here For You. 24 Hours A Day, 365 Days A Year**

A WaterTight™ business contingency plan with Water Direct means that your business is protected at every stage. Get in touch with a member of our team today to find out more about how we can help your business plan and prepare. Available 24 hours a day, 365 days a year, the team is always happy to provide on-the-spot advice and ongoing support to assist with any water supply disruption.

With Water Direct's award-winning service, your water continuity plans are guaranteed to be WaterTight™.

**[enquiries@water-direct.co.uk](mailto:enquiries@water-direct.co.uk)**

**0345 345 1725**

Alternatively, you can now Live Chat with one of the team at **[www.water-direct.co.uk](http://www.water-direct.co.uk)**