



from  
Southern  
Water. 

# COVID-19: tips for food service establishments

**If your business has been affected by COVID-19, we offer our sympathy and want to support you during this difficult time.**

You'll want to reopen as soon as possible, so we've prepared some tips to help you avoid setbacks and return to business smoothly.

## **Closed in a hurry?**

The restrictions came in at short notice. If you closed in a hurry, you may not have cleaned your kitchen – and the length of the closure means it's been unused for a while.

This could cause drains to block, equipment to jam or hazardous bacteria (like legionella) to spread. We've prepared some tips to help protect your business, your equipment and your customers.



# During your closure



## Clean your equipment

If your grease management equipment isn't cleaned properly before closure, hazardous bacteria could develop and odours could attract pests. Contact your installer or provider to drain it, remove trapped waste and perform a full clean.



## Maintain your equipment

Equipment that wasn't cleaned properly before closure will need maintaining to prevent problems when it's used again. Switch off the equipment's electricity supply and run water through it for four minutes every other day.



## Don't make a stink

Fat traps left unused could become smelly and waste inside could harden and form blocks. Avoid this by having them cleaned. If they aren't cleaned, run water through them for four minutes every other day that you're shut.



## Bio-dosing

Bio-dosing your drains during closure is fine. However, when the container is empty, remove it from the kitchen. Fit a new container of fluid when the kitchen re-opens.



## Make the most of the downtime

Over time, waste from your kitchen can block pipes and cause floods. Blocking a sewer is a crime. If you don't have grease management, you could install some while you're closed to protect your business and your community.

# When you re-open



## Beware legionella

Be careful when turning on water sources left unused for a week or longer, especially showers. They could contain legionella bacteria that can cause potentially fatal respiratory diseases. Learn more at: [hse.gov.uk/legionnaires](https://www.hse.gov.uk/legionnaires)



## Clean your equipment

Before restarting your grease management equipment, re-clean it (or have it fully cleaned if not done during closure) according to the manufacturer or installer's instructions.



## Protect your drains

Kitchen drains could have dried up, causing waste to stick to the pipes and form blocks. Flush your drains with water and check your sink gullies for blocks that could have formed.



## Avoid overload

When food outlets reopen, the sudden increase in waste could cause blocks. Our pipes could have dried up, causing waste to stick to them. You can help by using sink strainers and training staff to stop waste going down the drain.



## Check your toilets

Flush your customer and staff toilets several times prior to use to check they are still flowing.

## Want to know more?

If you have questions about your equipment, the manufacturer or installer should be able to help. You can also contact us about any of the tips above:

[FOGandflushables@southernwater.co.uk](mailto:FOGandflushables@southernwater.co.uk)

Learn how we're supporting customers during the coronavirus outbreak at: [southernwater.co.uk/covid-19](https://southernwater.co.uk/covid-19)