



CAFES, PUBS & RESTAURANTS

Water Resilience Guide



For busy operators water resilience is about Maximising Profit & Minimising Risk

Welcome to your guide on Water Resilience for the Food & Beverage sector. Whether you run a cafe, a pub, or a restaurant, your business depends on reliable, clean water for cooking, cleaning, food hygiene, and customer service. Responsible water management is not just about sustainability; it protects your margins, enhances your brand, and ensures uninterrupted service. This guide will help you understand your water footprint, identify risks, and take practical steps to strengthen resilience.



Why Water Matters to Your Business, Right Now:

- **Hidden Costs:** Leaks, inefficient dishwashing, and overuse in kitchens push bills up unnecessarily.
- **Reputation Risk:** Customers expect visible sustainability efforts, a leaking tap in the washroom undermines confidence.
- **Operational Security:** Any water supply issue stops food prep, closes kitchens, and costs revenue.
- **Real Savings:** A mid-sized restaurant can spend £10,000–£25,000 annually on water. Cutting use by 10–20% saves £1,000–£5,000+ each year.

Your Water Footprint: Where It Goes & Why It Matters

- **Kitchens (40–50%):** Cooking, dishwashing, food prep.
- **Customer Facilities (20–30%):** Toilets and washrooms.
- **Cleaning & Hygiene (15–20%):** Surfaces, floors, equipment.
- **Beverage Preparation (5–10%):** Coffee machines, ice makers, bar operations.
- **Heating & Cooling (5–10%):** Boilers, refrigeration, HVAC.
- **Outdoor Areas (variable):** Patios, gardens, terraces.

Knowing the main uses highlights where to focus efficiency measures first.

Quick Wins: Immediate Savings, Minimal Effort

- **Tap Aerators:** Cut flow by up to 50% without affecting service.
- **Dual-Flush Toilets:** Save 3–5 litres per flush.
- **Dishwasher Efficiency:** Run only full loads, maintain filters, use efficient cycles.
- **Defrost Smartly:** Use ambient air rather than running water.
- **Staff Habits:** Remind staff to turn off taps during prep/cleaning.
- **Customer Signage:** Discreet reminders in toilets reinforce your sustainability message.

These low-cost actions deliver quick savings while boosting your reputation.

Smart Investments: Future-Proofing for Long-Term Value

- **AMR & Smart Metering:** Monitor real-time usage, spot leaks instantly.
- **Efficient Dishwashers & Glasswashers:** Newer models use far less water per cycle.
- **Rainwater Harvesting:** Use for outdoor areas, toilets, or cleaning.
- **Greywater Recycling:** Reuse water from sinks where feasible.
- **HVAC Optimisation:** Closed-loop systems reduce water demand in cooling.

These investments reduce long-term costs and provide resilience against rising bills.



Your Hidden Drain

- **Leaking Toilets & Taps:** A single leak can waste >200,000 litres per year.
- **Overfilled Ice Machines:** Poor maintenance wastes both water and energy.
- **Continuous Running:** Bars and kitchens often leave taps running unnecessarily.

These silent wastes eat into profit margins, proactive monitoring fixes them fast.

Engage Your Team & Customers: Build a Water-Wise Culture

- **Staff Training:** Encourage efficient cleaning and proper dishwasher use.
- **Recognition:** Reward staff who identify and reduce waste.
- **Customer Communication:** Subtle signage in washrooms promotes your sustainability efforts.
- **Community Connection:** Join local sustainability programmes to enhance reputation.

Engagement creates buy-in, making savings stick and boosting your brand.

Be Prepared: Manage Water Supply Risk

- **Know Your Risks:** Local supply issues, pipe bursts, or restrictions.
- **Emergency Plan:** Have bottled water and contingency steps for cooking and service.
- **Supplier Engagement:** Understand your water company's resilience plans.
- **Backup Storage:** Consider small storage tanks for toilets or cleaning in larger venues.

Planning ahead prevents costly closures during supply interruptions.

Next Steps: Your Action Plan

- **Baseline:** Review bills and meter readings to establish usage patterns.
- **Assessment:** Walk through kitchens, toilets, and cleaning routines to spot waste.
- **Prioritise:** Quick wins first, smart investments next.
- **Communicate:** Share your actions with staff and customers.
- **Seek Expert Help:** We provide audits, technology solutions, and implementation support.

Building momentum from small actions secures long-term resilience.



Need Support? Let's Talk

Want support optimising your cafe, pub, or restaurant's water resilience?

We help businesses cut consumption, reduce waste, improve control, and save money all without disruption to your business.

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