

# DISHOOM

FROM BOMBAY WITH LOVE



## CITRITEK

## BETTER COMPLIANCE & FEWER CONTRACTOR VISITS

### A CASE STUDY



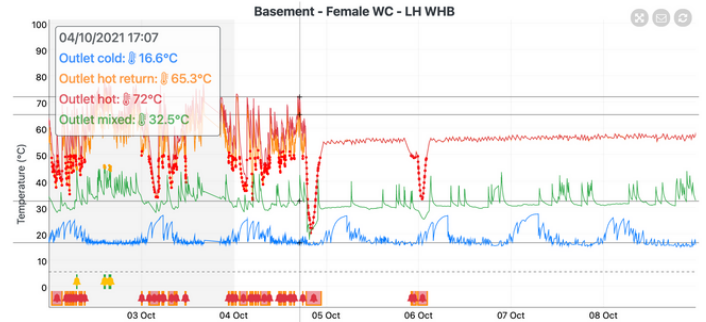
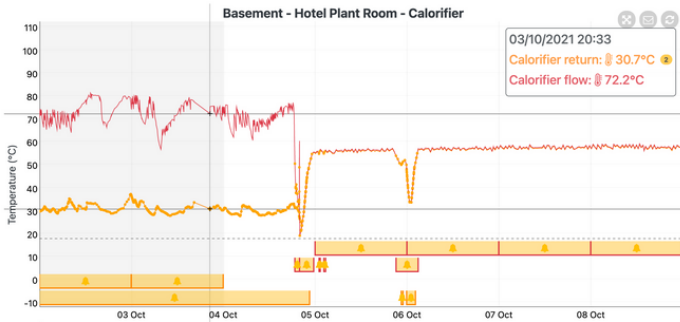
#### Introduction

Dishoom's restaurants pay homage to the Irani cafés and the food of all Bombay. As of 2021, Dishoom have eight restaurants across the UK and, despite the immense impact of the Coronavirus pandemic on the restaurant and hospitality industry during 2020 and 2021, they have still found time to deliver over 50,000 meals to NHS staff and implement CitriTek's remote temperature monitoring system; **tangeretin**; to better manage their Legionella control responsibilities.

#### The Challenge

Due to the extremely loyal following that Dishoom enjoys, as well as the fact that they have created some kind of magic in the form of their breakfast naans, pau bhajis and the house black daal, each restaurant operates from early in the morning until late at night, every day of the week. This results in the sites using a phenomenal amount of water as well as meaning that there is not a particularly convenient time for contractors to visit sites, test water temperatures, and access hot water calorifiers. This was especially true at several of the restaurants where the hot water supply systems were located on mezzanine plant decks within the ceiling voids of very busy kitchens.

Furthermore, Dishoom needed a system that provided Dishoom's central Maintenance and Health & Safety teams the capability to monitor the compliance of each site remotely while giving site staff access to their individual restaurant's data. Reductions in wasted time spent travelling to site, the associated energy/carbon footprint, as well as richer data has resulted in a more efficient, environmentally-friendly, and robust way of managing compliance across the portfolio.



### The Solution

Citritek assessed the latest Legionella risk assessments and schematic line drawings of each restaurant and agreed on an installation strategy to ensure continuous monitoring of all primary and subordinate loops as well as hot water supply vessels.

It was critical to ensure that the requirements of L8 and HSG274 were met while providing in-depth data to allow Dishoom to address any ongoing issues with the water systems in their current form.

Citritek scheduled equipment installations at each restaurant to commence from 05:00 a.m. so that the majority of works would be completed prior to kitchens opening. This eased any inconvenience potentially caused by the retrofit installation.

The access to several calorifier plant decks entailed an unavoidable disturbance of dust as well as ladders being erected in the middle of kitchen walkways therefore Citritek ensured this was done prior to food preparation beginning.

During the installation, all equipment was also situated out-of-view of visitors to avoid accidental damage or tampering.

As **tangeretin** monitoring devices incorporate a simple power supply of 4x AA batteries, Dishoom will be easily able to manage battery replacements in the future.

### The Results

Since the completed installations, Dishoom now enjoys access to all records and compliance levels of every restaurant in the portfolio by simply logging on to the online portal. Nick Carpenter, Head of Facilities and Maintenance, said "We have had great support from Citritek. Their system is easy to use and intuitive, giving a broad spectrum of analysis."

The **tangeretin** sensors have further uncovered a small number of previously-unknown operating issues of the hot water supply systems that would not have been discovered by periodic manual monitoring at the outlet.

The graphs above illustrate how Dishoom is actively improving the circulation of its hot water systems and will now benefit from more efficient operation. In turn, this therefore reduces energy bills by altering the calorifier set points and increasing valve openings.

Due to increasing customer numbers, the use of hot water has also increased. Dishoom has now been able to immediately identify this, via the data visualisation on the online portal, and has made timely arrangements to address this by installing additional hot water cylinders.

With the support of Citritek, Dishoom continues to take a proactive approach to its water system management and improvements.

