

## Checklist for food services

# Water supply disruption



Disruptions in water supply, such as technical faults in the water supply network or the contamination of potable water, can interrupt operations. Ensure the continuity of food services by preparing in advance and following the correct procedure in the event of a disruption.

### PREPARE

- Determine the daily water consumption of the kitchen, taking into account cooking, drinking water and hygiene.
- Identify the water utilities whose operating area your production plants and kitchens are located in. Plan the decentralisation of food production so that production can be transferred to kitchens operating in the area of another water utility in the event of a disruption.
- Draw up and maintain service agreements on the supply of potable and emergency water, such as agreements on the supply of emergency water from the operating area of another water utility. When making plans, take into account that the deployment of an emergency water supply may cause delays in food service production.
- Keep a stock of packaged water for cooking and serving (e.g. bottled water and canisters of water).
- Ensure that you have empty emergency water tanks available in case of long-lasting and large-scale disruptions. Make sure that the tanks are placed in locations where food is served.
- Make sure that there are vessels available for fetching water from an emergency water tank or water supply point and serving it at food serving points.
- Ensure that there is enough disposable tableware available for serving food in the event that dishwashing is not possible.
- Keep a stock of hand sanitiser and disposable protective gloves to maintain hand hygiene.
- Regularly practise responding to disruptions in water supply and following the related procedures.

### WHAT TO DO IN THE EVENT OF A DISRUPTION

- Follow the instructions provided by the municipal health protection authority.
- Minimise water use if the water supply network is out of order.
- Keep kitchen areas clean by restricting access to them, as hygiene risks increase during a water outage, making it more difficult to keep the kitchen areas clean.
- Stagger food preparation and meal times if necessary.
- Use the spare food you have in stock or an emergency menu if necessary.
- Ensure adequate communication with staff, customers and stakeholders in accordance with the crisis communication plan.

### RETURN TO NORMAL

- Once the water outage is over, follow the hygiene instructions provided by public authorities.
- In particular, make sure to let the tap run long enough before using water. Also note the water supply points located in customer facilities.
- Make sure to perform any necessary measures on appliances (e.g. combination oven and dishwasher) before using them again.

