



## Case Study: Supermarket

# Improving washroom facilities

### Overview

The supermarket site operates 24/7 and supports a high number of staff and visitors, placing constant demand on its washroom facilities.

With multiple washrooms in continuous use, maintaining a hygienic and pleasant environment is essential to supporting day-to-day operations and staff wellbeing.



### The Challenge

Despite routine cleaning regimes and quarterly urinal jetting, persistent washroom odours continued to generate complaints. The underlying causes extended beyond surface hygiene, with hidden, historic build-up contributing to the issue.

#### Key challenges included:

- Strong, persistent urinal odours
- Urinal pipework up to 50% restricted by uric scale build-up, limiting flow
- Odours absorbed into grout, tiles and surrounding surfaces

The site required a solution that could break down historic uric scale and eliminate odours at source, not simply mask them.

It was essential that any approach could integrate seamlessly into existing cleaning routines, perform reliably within a busy, 24/7 environment, and reduce the need for ongoing manual intervention.

**“The cleaner on site, was extremely impressed with the results of the trial. The washroom was smelling pleasant, and site users had complimented the washrooms, asking what was being done differently.”**

### Industry

Retail

### Location

Lea Green



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## The Solution

Thrive recommended a targeted descaling and odour control programme designed to address both pipework and surrounding surfaces.

### Products used:

- **URIZAP Shock** to aggressively break down uric scale within pipework
- **URIZAP** for ongoing maintenance and odour prevention
- **Multi-Purpose Cleaner** to neutralise odours absorbed into tiles, grout and woodwork

The programme was delivered through a two-week intensive treatment phase, followed by ongoing monitoring and review to ensure sustained performance.

## The Benefits

- **Odour eliminated at source:** URIZAP broke down uric scale responsible for persistent smells
- **Improved washroom environment:** Fresh, pleasant-smelling facilities maintained during continuous use
- **Reduced reactive maintenance:** Less reliance on jetting and corrective intervention
- **Easy to use:** Products integrated smoothly into existing cleaning routines
- **Long-term protection:** Ongoing dosing prevents future build-up and odour recurrence



## About Thrive

Thrive believes cleaning can be smarter, safer, and better for the planet.

We develop innovative, science-backed biological solutions to tackle the challenges of human-made pollution.

Our groundbreaking products transform how people clean, delivering exceptional performance without compromise. By setting new standards in sustainability, we empower businesses to reduce waste, improve efficiency, stay compliant, and shrink their carbon footprint, all while supporting the regeneration of our planet's ecosystems.

Biotech that cleans, clears & restores

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