



Case Study: Hawksmoor

Using ABS to deliver a world-class customer experience

Overview

Hawksmoor is widely considered one of the most admired companies in the restaurant industry, with award-winning restaurants in the UK, NY and soon Dublin.

They became the first UK restaurant group to gain B Corp certification, joining a global movement for an inclusive, equitable and regenerative economy.

Hawksmoor has just published the company's first annual [impact report](#), and in working with ABS, they are furthering their commitment to sustainability and enhancing the customer experience.



The Challenge

The Hawksmoor team want to improve the washroom experience at their Air St London restaurant. The challenge was a substandard washroom experience (persistent urinal blockages and unpleasant odours). Additionally, a single blockage could shut down the remaining urinals, causing significant disruptions that could last up to 48 hours, while a third party rectified the issue with the expensive rodding of the pipes.

However, this and other short-term measures to tackle the issue proved ineffective and unsustainable, relying on harsh chemicals, manual intervention, and costly ad-hoc rodding by external companies.

ABS uncovered the root cause: uric acid scale build-up. Uric acid is a by-product of urine that solidifies when reacting with limescale. This reduces the pipe's diameter, slowing down the flow from the urinal and leading to blockages and bad smells.

Industry

Hospitality

Location

Air St, London



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“Our obsession with quality and ethics has always driven us to work with individuals and companies who share our beliefs. URIZAP reduces the need for harsh chemicals, is easy to administer, removes odours and costly repair services. We look forward to working with ABS in the future.” - Patrick Urey, Hawksmoor Head of Operations.

Solution

Experience the power of [URIZAP](#) - the world's first formulation that uses bacteria to digest uric scale.

Hawksmoor implemented [URIZAP](#), and within just three weeks, they noticed a significant reduction in uric scale and odour in their washrooms. But it didn't stop there - by six weeks, the odour was nearly eliminated, and the uric scale within the pipework was drastically reduced.



Before:
Clogged urinals that prevented flow and caused pungent odours



After:
Clear and odour free, no manual work required

Using URIZAP, Hawksmoor:

Are confident they will save meaningful litres of water, CO2 and unnecessary costs per year and will:



reduce single-use plastics



stop using harsh environmentally unfriendly chemicals



reduce callouts



Maintain alignment with Sustainable Restaurant Association (SRA) commitments



Provide their customers with a clean and hygienic washroom experience

About ABS

ABS is a fast-growing, science-led biotech organisation creating innovative microbial solutions for human and planetary benefit. We use nature's solution to consume waste, blockages, spills or pollutants.

Our products set new standards in sustainability criteria, helping companies to save costs, eliminate inconvenient operational closures, avoid regulatory infringement, and reduce health risks and carbon emissions.

Solutions by nature, for nature

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