



# Its not all doom and gloom, the results of our survey are in.

At NWCE Foodservice Equipment we are always trying to innovate, with the current crisis we find ourselves in we thought of nothing more than helping you our customers get through this the best we can. **After all we are in this together!!**

The idea of the survey was to try and gauge what the public are thinking and in turn help us prepare for what is to come.

## Hospitality Confidence Survey Post Corona-virus

This survey I think will not only help the hospitality industry from Restaurant and bar owners, but also suppliers and contractors like my company who supply and repair equipment. I am also genuinely fascinated to see peoples current feeling towards using various establishments in the future.

I will be doing the same survey over the next 6-8 weeks, to see if peoples feelings and thoughts differ over this period.

I will also be sharing the data with industry partners and members who I feel would benefit from it, as this may help business's forecast for their future.

Please note I will not be sharing any personal data with any entity whatsoever, just the data on the questions answered.

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### Hospitality Confidence survey

Created: 04/08/2020 | Modified: 04/27/2020

500  
Responses

100%  
Completion rate

2 mins  
Typical time spent

See the full results: [www.surveymonkey.com/results/SM-T6GQDK6X7/](https://www.surveymonkey.com/results/SM-T6GQDK6X7/)



The data  
could help  
you with  
these.



Operational forecasting (social distancing etc)



Facilities forecasting



Staffing forecasting



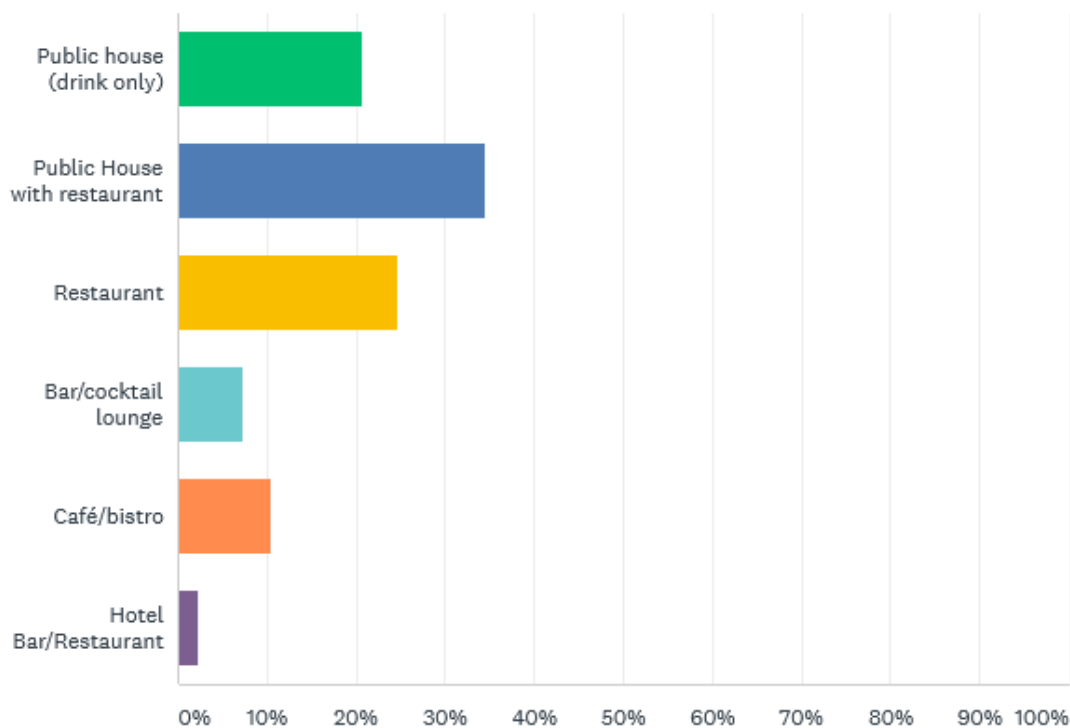
Stock forecasting



Marketing (helping the public confidence)

## What type of establishment from the below are you most likely to visit in normal circumstances?

Answered: 500 Skipped: 1



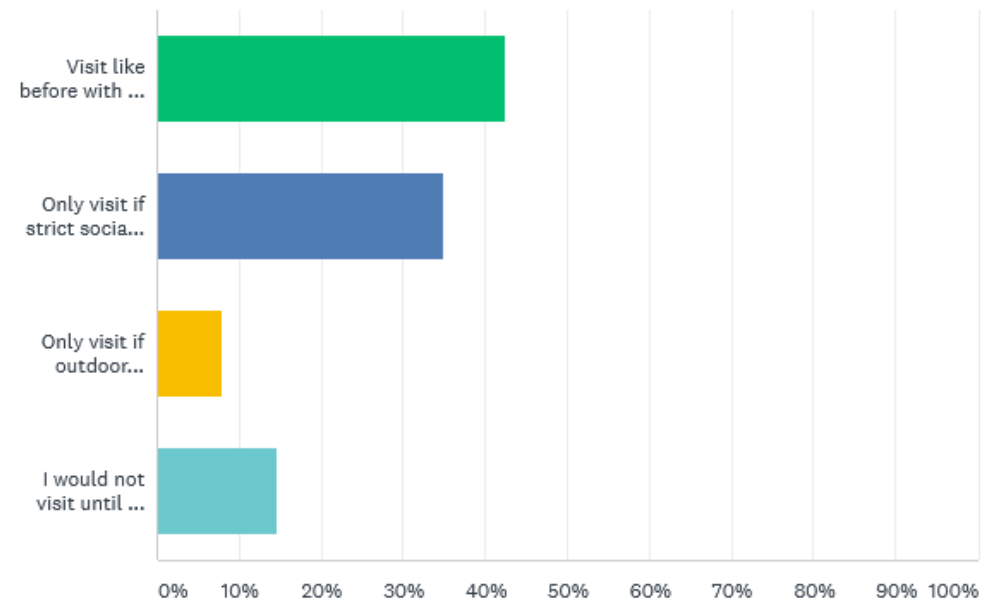
ANSWER CHOICES	RESPONSES	
Public house (drink only)	20.80%	104
Public House with restaurant	34.60%	173
Restaurant	24.60%	123
Bar/cocktail lounge	7.40%	37
Café/bistro	10.40%	52
Hotel Bar/Restaurant	2.20%	11
<b>TOTAL</b>	<b>500</b>	



Without  
further ado,  
let's get  
straight to  
the data

Due to the current pandemic if  
the government lifted restrictions  
how would you feel using the  
above establishments would you?

Answered: 498 Skipped: 2

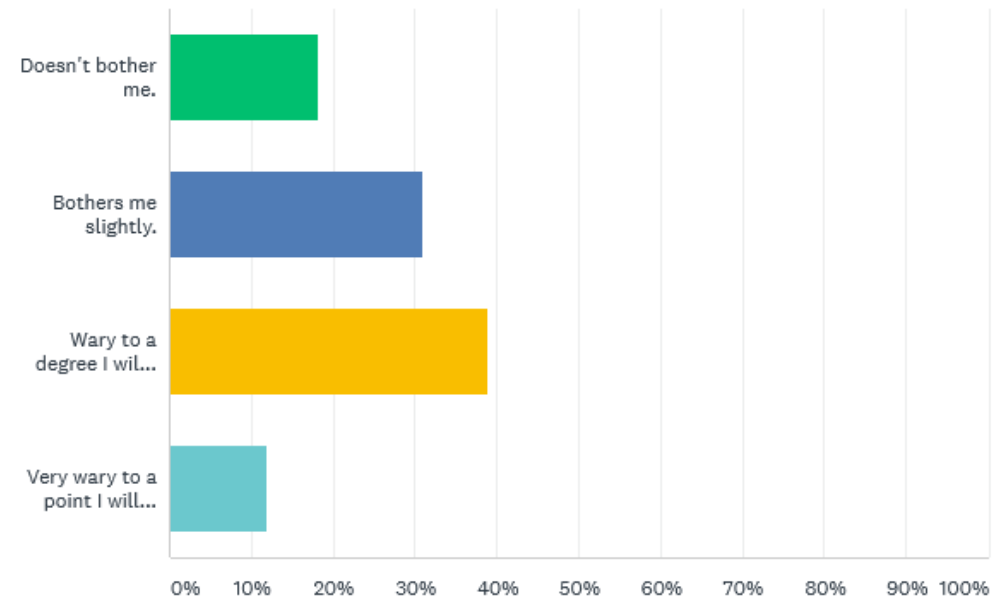


ANSWER CHOICES	RESPONSES	
Visit like before with no worry	42.37%	211
Only visit if strict social distancing rules are in place	34.94%	174
Only visit if outdoor drinking and eating are available	8.03%	40
I would not visit until a vaccine is available and issued	14.66%	73
TOTAL		498

So our take on all the above is that its obviously not all doom and gloom from a consumer point of view, we feel that if the correct facilities are put in place and the right marketing around these facilities this will certainly help with you getting them customer back through the doors.

## How would you say the current pandemic has made you feel about socialising in the fore-mentioned establishments?

Answered: 499 Skipped: 1



ANSWER CHOICES	RESPONSES	
Doesn't bother me	18.24%	91
Bothers me slightly	30.86%	154
Wary to a degree I will be selective where I socialise	38.88%	194
Very wary to a point I will only socialise in the fore-mentioned establishments if I have to	12.02%	60
TOTAL		498

We have over 350 suggestions about what people want to see to help them have confidence in visiting sites, quite a few of these suggestions we had numerous times.

#### Things you can look to do:

- The big one "Social distancing"
- Contactless payments
- Cutlery and plates to be freshly laid after the client is seated
- No bottled/contained condiments or salt pepper (sachets preferred)
- No walk-in customers strictly bookings only "if possible"
- 1-way systems of walking in and out of properties if possible
- Cleaning boards advising cleaning regime
- Sporting events viewing to be well organised
- Enhanced cleaning regimes

#### Things you can look to do but we can help with:

- Cleaning stations and mobile hand wash basins being on show and in use.
- Sanitization stations present throughout premises
- Automatic Air and Surface sanitisation appliances
- Signage (1-way system, social distancing, cleaning regime)
- Outside seating and dining areas
- Services to glasswashers, dishwashers and ice machines
- Sneeze screens
- Recyclable 1 use menus
- Deep cleans and sanitisation solutions
- Chemicals including sanitisers and detergents

#### Further services we can help with to get you back open with a bang:

- **Safe opening of kitchen tests**
- **Service to kitchen and bar equipment**
- **Deep cleans and sanitisation of all areas**

# Handwash stations being on show and in use

## Mobile Wash Basins

The mobile hand washing station - helping maintain high standards of hygiene.

- Mobile sink unit
- 15 litres capacity
- 3kW and supplied with a 13amp plug (600W element available)
- Easy removable waste water receptacle
- Water temperature maintained at 42 degrees
- Foot operated water pump
- Rear wheels and handle for easy manoeuvring
- Pressure cut out prevents hot water tank from boiling dry
- Manufactured from high quality stainless steel
- Accessories available



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# Sanitisation stations present throughout premises

## AUTOMATIC HANDS SANITISERS DISPENSER

Stainless steel holder dim mm. 240 x 240 x 1200 h

Automatic gel dispenser 500ml, motion sensor battery powered (batteries not included)

### Optional:

- 1 tank of sanitizing GEL 5 Kgs
- Touchless sensor
- Removable drip tray included



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A detailed microscopic image of coronavirus particles, showing their characteristic spherical shape and prominent, finger-like surface projections (spikes). The particles are rendered in shades of blue and white against a dark, textured background.

## Air and surface automatic sanitisation appliances

Coronavirus and HyGenikx

# Coronavirus and Hygenikx

**Mechline have seen a significant increase in enquiries about Coronavirus particularly in respect to the current COVID-19 epidemic.**

The virus now named "Severe Acute Respiratory Syndrome Coronavirus 2" (SARS-CoV-2), initially transmitted from animals (probably bats) to humans at a seafood market in Wuhan, human to human transmission has now been confirmed, and SARS-CoV-2 has been shown to be spread in the air as virus infected droplets and aerosols generated by coughing and sneezing. Another route of transmission is contact with surfaces contaminated by Coronaviruses and subsequently touching mouth, nose or eyes; Coronaviruses have been shown to survive up to 9 days on surfaces.

Prevention of transmission is limited to the widespread use of surgical masks/ respirators and frequent hand-washing.

A surgical mask is designed to protect the environment and other people from the wearer, trapping large droplets and some aerosol transmission. The World Health Organization recommends the use of surgical masks for general patient care and N95 respirators for aerosol generating procedures only.

HyGenikx units have been shown to kill a wide range of microbes that are more difficult to eradicate than viruses, including bacterial species that produce endospores (*Clostridium difficile*, *Geobacillus stearothermophilus*), Gram-positive bacteria (*Staphylococcus aureus*, MRSA, *S. epidermidis*, *Listeria monocytogenes* and *L. innocua*), Gram-negative bacteria (*Escherichia coli* and *Pseudomonas aeruginosa*), and moulds (*Aspergillus fumigatus*) in both the air and/or on surfaces.

HyGenikx technology has been tested against MS-2 coliphage (a surrogate for Norovirus), and achieved significant reductions in counts in both air samples and on surfaces. MS-2 is a non-enveloped virus which is more difficult to kill than the lipid-enveloped SARS-CoV-2.

SARS-CoV-2 belongs to the same group of viruses that cause colds and influenza. The use of similar technology in call centres and offices at an NHS Trust has been shown to reduce the incidence of illness-related absences; particularly reported cases of colds, coughs and influenza, as well as reducing other chest and respiratory problems.

Without testing HyGenikx against SARS-CoV-2 (or a suitable surrogate) we cannot categorically state that we can kill this Coronavirus: however there is a great deal of scientific evidence that this technology can kill a wide range of other microbes that are much more difficult to eradicate than SARS-CoV-2.

Rev: 03/2020 (HG0002)

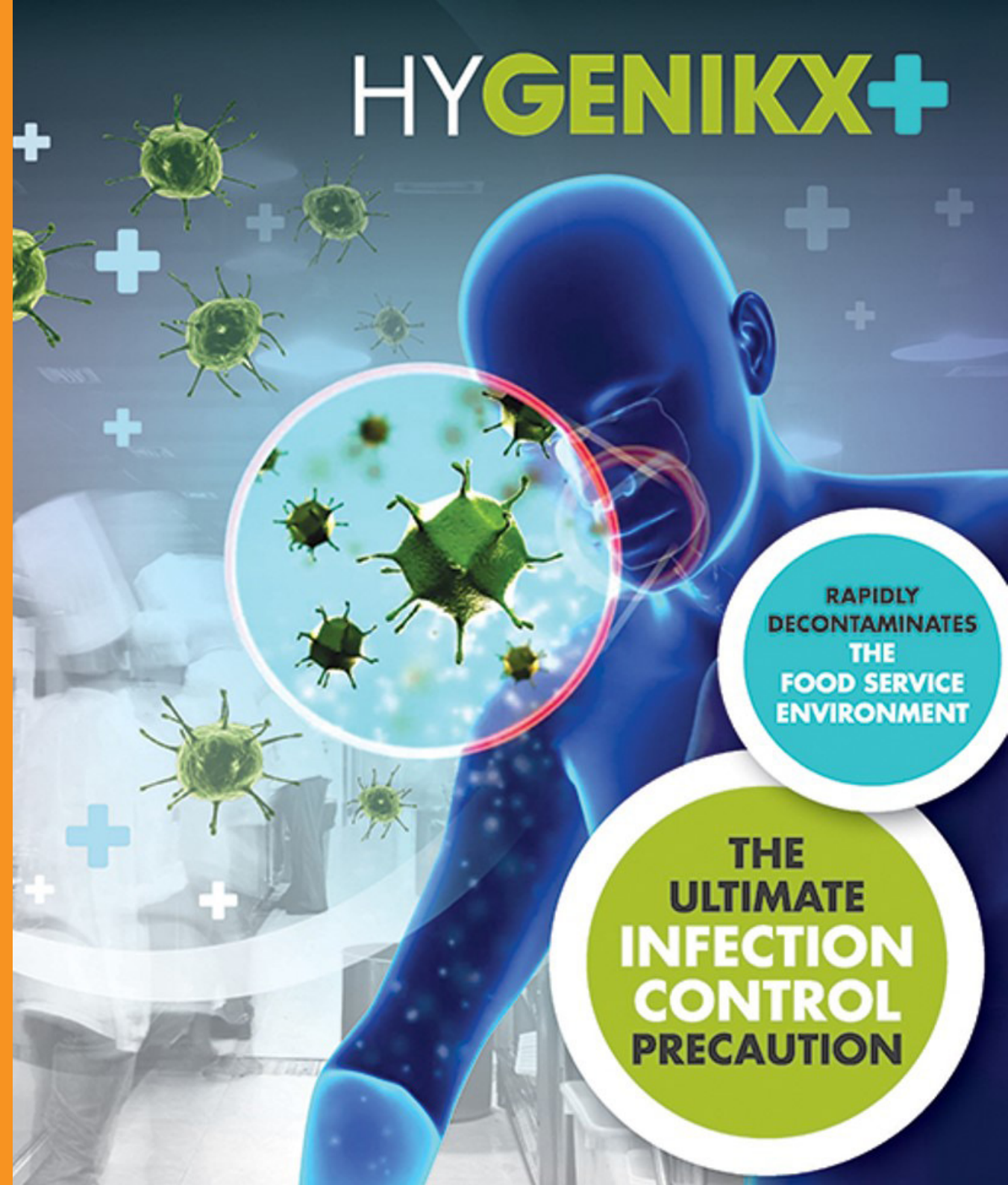
### ARTICLE BY

A handwritten signature in black ink, reading "D. L. Webber".

Dr. David L. Webber

*Dr Webber has a background of over 45 years in microbiology (including 16 years at U.C. Swansea, 18 years as Microbiologist with Fospur/Ashland, and 18 years as Technical Director of Microbial Innovations Limited).*

# Air and surface automatic sanitisation appliances



# Air and surface automatic sanitisation appliances

## The HyGenikx range features and benefits:

- Kills *Escherichia coli* (E. coli), *Staphylococcus aureus* (S. aureus), *Clostridium difficile* (C. difficile), *Aspergillus fumigatus*, and other primary sources of infections
- Significantly improves hygiene standards to levels impossible to maintain with traditional cleaning methods alone
- Eliminates bacteria, viruses, moulds, fungi and volatile organic compounds (VOCs), both in the air and on exposed surfaces, even in the hardest to reach places
- Safe to use and for the environment
- Eradicates unpleasant odours by tackling them at source
- Proven to deplete harmful *Listeria monocytogenes* and *Listeria innocua* from surfaces to undetectable levels
- Improves infection control for staff and customers
- Proven to reduce spoilage by extending the shelf-life of perishable food on average by 58%, and up to 150% for certain produce\*\*
- Low energy consumption, only 85 watt
- Easy to change lamp and backup battery, requires no onsite engineer

- Power via a plug that allows flexible installation and easy connection to existing sockets or to switched spurs
- Available in white or titanium finish
- Models to suit various applications, including front of house, washrooms, food prep areas, cold rooms, refuse areas and beyond (see model reference chart)

\*\*Validation of a HyGenikx air purification unit as an aid to prolong the shelf-life of refrigerated fresh foodstuff and to improve environmental conditions.  
ALS Life Sciences Europe

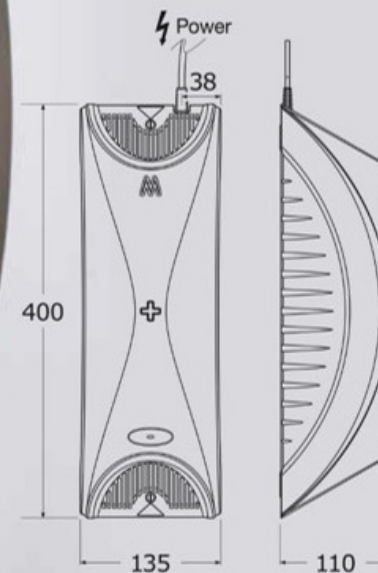


## MODEL REFERENCE CHART

	GENERAL*		FOOD*†		REFUSE*	
	WHITE finish	TITANIUM finish	WHITE finish	TITANIUM finish	WHITE finish	TITANIUM finish
10m <sup>2</sup>	HGX-W-10-S	HGX-T-10-S	HGX-W-10-F	HGX-T-10-F		
20m <sup>2</sup>	HGX-W-20-S	HGX-T-20-S	HGX-W-20-F	HGX-T-20-F		
30m <sup>2</sup>	HGX-W-30-S	HGX-T-30-S	HGX-W-30-F	HGX-T-30-F		
NON-OCCUPIED					HGX-W-15-R	HGX-T-15-R

\*GENERAL: for use in areas such as washrooms, front of house and changing areas / FOOD: for use in areas such as cold rooms and food prep areas / REFUSE: NOT for use in areas of continuous occupation.

†FOOD area models are supplied with food safe shatterproof lamps.



## SPECIFICATION

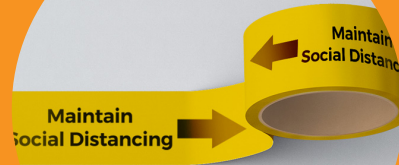
- Combines technologies: Germicidal Oxidation, Germicidal Irradiation, Dual waveband Plasma Quattro.
- Services: 240/50/1. Uninterrupted supply – 24 hour operation required. High level.
- Dimensions: 400 x 135 x 110mm
- EC declaration of conformity
- CE mark
- Low voltage directive 2014/35/EU
- EN 60335-1:2012 +A13:2017
- EN 60335-2-59:2003 +A1:2006 +A2:2009
- EN 62233:2008
- Class 1 certified for electrical insulation
- Designed and manufactured to EUOTA (European Ozone Trade Association) requirements

# Signage

1-way system, social distancing, cleaning regime

We can provide bespoke or standard printing, to help keep the social distancing

- Tape
- Foamex boards
- Masks
- Floor stickers
- Flyers
- Queue barriers
- Magnetic vehicle signage
- A boards





# Services to glasswashers, dishwashers and Ice machines

Here at NWCE Food Service Equipment, we carry out maintenance, services and repairs on a range of different commercial catering equipment in a whole host of commercial environments, from schools to hospitals and fire stations, Pubs to restaurants and hotels. Our engineers are fully trained, and we offer maintenance plans to keep your catering equipment working to its highest capabilities. We are proud to offer bespoke maintenance plans, which we create around your business and your equipment. These plans include a prompt and efficient service 24 hours a day as well as a comprehensive amount of stock kept on site which means no delays on repairing any of your equipment.

Glasswasher and Dishwasher temperatures and chemical dosing will need to be checked for sanitisation efficiency; Ice machines may need to be chemically cleaned as they have been stood inactive, with ice being consumables we will sanitise the unit's internal unreachable components.

Having a regular maintenance plan in place is important as you're taking care of your equipment on a regular basis and hopefully this can help prevent any unnecessary breakdowns or issues. If you think your kitchen could benefit from a service and maintenance plan, then please get in contact with one of our team today.



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# Sneeze screens

## Cough and Sneeze Protection Screens - Queue Management Systems

- As we face an unprecedented time in our lives, it's important now more than ever to look after each other and keep each other safe.
- We've asked ourselves; what we can do today, that would make a difference tomorrow?
- Our modular aluminium system that we have in stock can be quickly fabricated to create protection devices to be used in areas where people still must interact with one and other.

## Mobile cough and sneeze screens

- Creates a protection barrier against direct coughs and sneezes.
- These kits can be couriered to location and assembled in minutes with a disposable Allen key supplied with each kit.
- They can be easily moved into position to give the most protection.
- They can easily cleaned and disinfected regularly.
- The transparent screen allows full communication.
- Ideal for: Check-out counters, Reception desks, information points.



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# Recyclable 1 use menus

Recycled Menu Printing and Design  
100% Recycled - Available Flat or Folded

Using recycled card for your menus is a practical and economic approach when you have menus that you give away or are subjected to a high degree of wear and you replace them regularly, making them ideal for restaurants, takeaway's, cafes where people come and go quickly, mobile venues and one-off events like BBQ's and weddings.





# Deep cleans and sanitization solutions

## Kitchen Deep Cleaning UK

Keeping your commercial kitchen clean is important to ensuring your customers receive good safe food. If you are looking for kitchen deep cleaning services in the UK.

We provide the best deep cleaning service for commercial kitchens. We have been working in the industry for many years and our expertise in industrial deep cleaning allows us to serve hotels, schools, restaurants and other private sectors across the UK.

## Kitchen Cleaning Services

We also offer a cleaning and maintenance guidance contract under which we carry out testing, auditing and advice in compliance with TR/19 Internal Cleanliness of Ventilation Systems with special consideration for kitchen extract systems.

## Commercial Kitchen Cleaning

Our kitchen deep cleaning service leaves your kitchen and food prep areas spotless, odorless and most importantly -bacteria-free. We use eco-friendly solutions to handle all types of fabrics, equipment and structures, while our team of experts are highly qualified to the highest standards in kitchen deep cleaning services. From floor to ceiling, food prep surfaces and equipment, extraction systems, canopies and fan units looking as-good-as-new.

- Kitchen surface degreasing
- Food prep equipment cleaning
- Site structural cleaning
- Kitchen extraction system cleaning
- Kitchen canopy cleaning
- Kitchen extraction filter cleaning
- Kitchen extraction duct cleaning
- General sanitization of kitchen and equipment



# Chemicals including sanitizer's and detergents

- Hand Sanitiser
- Glasswasher and Dishwasher Detergents
- Anti Bacterial Hand Wash Soaps
- Rinse Aids
- Surface Sanitisers
- Appliance Descaling Chemicals
- General Cleaning and De-Grease Chemicals





# Opening The Commercial Kitchen

## INTRODUCTION

This guidance document is intended for use by kitchen operators and is only intended to assist in the start-up of equipment following a period of non-use, if in doubt a qualified engineer should be retained to ensure any appliance is in good working order before use.

### Ware Washing Equipment

There could be potential problems regarding cross contamination from any build-up of bacteria within the machine or any water that might have remained in it, so we advise the following:

Check that the machine and filters are clean and in the correct place.

Ensure that there is a sufficient supply of chemicals (Detergent & Rinse Aid) attached to the machine.

Fill and heat the machine.

Put the machine through a minimum of three complete wash and rinse cycles.

Drain the equipment and recheck filters and clean if needed.

The machine is then ready for operation.

### Refrigeration

Check door seals.

If they have been switched off, then clean and sanitise. Sanitiser is wiped off with clean water before loading food products.

Check temperatures before loading food products. We recommend them being on for 24 hours to avoid losing any stock.

### Electrical Appliances

Before reconnecting electrical appliances check the supply cables to ensure there has been no damage from rodents and if OK they should then be reconnected to the supply either by plugging them back into the appropriate socket or by switching on the isolator.

If there are any signs of damage to cables, these should be replaced by a competent person.

### Gas Appliances

We recommend having the gas installation checked by a Gas Safe registered catering equipment engineer before start-up to ensure there are no gas leaks.

As appliances sit unused and at atmospheric pressure, joints and seals can settle and may weep gas. Individual appliances should be checked to ensure that they are working correctly.

Where a gas interlock is fitted check the operation by switching on the ventilation and then lighting an appliance before switching off the ventilation at which time the interlock should turn off the gas supply.

### Ventilation Canopies

Check all filters (grease filters and input air filters) are clean, if not clean them thoroughly.

Switch on and check that the fans are working correctly.

## Ranges/Ovens

Check door seals have not perished or been damaged. If there are any signs of damage they should be replaced by a competent person.

## Fryers

Check that the fryer pan is clean and the drain valve is fully closed before refilling with oil. Heat the oil to normal frying temperature (175/190°C) and carefully check this with a suitable thermometer to ensure that the thermostat is working correctly.

## Water softeners

Turn the water supply back on, add salt to the brine box and plug the appliance back in or switch on the electrical supply. Reset the timer for regeneration cycles to a suitable time.

## Water boilers

Before attempting to restart the appliance, ensure that any filters or other water treatment are fitted and working. Assuming that the water supply to the appliance had been turned off, it should be turned back on and the appliance refilled and brought up to boiling.

## Water systems

Where a building, part of a building or a water system is taken out of use, sometimes (mothballed), it should be managed so that microbial growth including legionella in the water is appropriately controlled.

Before reusing the water system, it should be recommissioned by a competent person as though it was new (i.e. thoroughly flushed, cleaned and disinfected) before returned to use.

## Combi ovens and Steaming ovens

Before reusing Combi ovens and steaming ovens, ensure that water filters or other water treatment are fitted and working. Appliances should be fully cleaned and sanitised then put on to either a cleaning cycle or on a steam cycle. Door seals should be checked for leaks or damage.

If a wash down hose is fitted this should be thoroughly flushed for at least 10 minutes to remove any build-up of bacteria.

## Pre-wash sprays

Pre-wash sprays should be thoroughly flushed for at least 10 minutes to remove any build-up of bacteria.





NWCE Foodservice Equipment  
Folds Road, Bolton, BL1 2SB

T: 0161 764 8688

E: [info@nwce.co.uk](mailto:info@nwce.co.uk)

W: [www.nwce.co.uk](http://www.nwce.co.uk)

 @northwestcateringengineers

 @InfoNwce

## Let NWCE help reopen your business.

For a free survey on opening post Covid-19 lockdown

### Why use NWCE

- Free equipment health check on completion of service/PPM
- 30% discount on all second service per annum
- Dedicated in-house private sector team
- Dedicated Account Managers
- Purpose built onsite development kitchen
- Menu consultation
- Considerable van stock for first time fix
- Checks CRB/DBS/Safe Contractor approved
- Free CP 42 gas certificate on completion of all services
- ASSET register stickers numbered/of all equipment on completion of service PPM

