

Customer Factsheet

Safely re-introducing workplace hydration

Information Bulletin

Edition 1 | Summer 2020

The WHA

The WHA is an industry association and accreditation body that:

- Promotes water and hydration for employee health, productivity and wellbeing
- Provides an informed choice between bottled or mains-fed dispensers
- Requires strict standards of hygiene, dispenser installation and sanitisation



On Sunday 10th May the Government announced the relaxation of the rules on travel and encouraged business to begin to resume trading where it was safe to do so.

The Government has identified the importance of remaining hydrated during the Covid-19 pandemic. Healthy hydration is essential to the well-being of the workforce, helping to keep the immune system strong.

The WHA sets high quality standards and provides its Members with industry specific training, information and guidance. They are audited annually to ensure consumers can trust that they are sourcing high quality and sustainable products and service.

This guidance is to help businesses provide hydration safely as they resume working.

The use of a water dispenser is a simple and easy way to provide workplace hydration in a safe and hygienic way with minimal personal contact.

For workers returning to work the fear of contracting the virus is at the forefront; in reality, they will face no more risk of cross contamination from a water dispenser than from opening doors, using toilets and other

facilities such as the communal kitchen. Simple regular cleaning of the water output with food grade sanitiser as would be used on other office equipment is sufficient.

Providing localised areas of hydration for staff is paramount and can be achieved in a safe manner if addressed correctly with your water dispenser provider.

Whilst our water cooler moment may be a thing of the past at the moment, this does not prevent people from using them safely.

Before Re-opening

The WHA has produced a guidance flyer on the Essential care of your water dispenser giving clear advice on how to re-commission your dispenser before re-opening your business. This can be found on our website www.twha.co.uk/hydration or via your provider.

It gives a step-by-step process on the essential care of your water dispenser and how to safely re-commission your dispenser. Your hydration provider will have implemented their own protocols for attending your site and you should discuss with them your ongoing pre-planned maintenance.

Where there is limited space, signage should be sited emphasising the health and hygiene measures undertaken to ensure that on-site machines are clean and safe.

General Housekeeping

The protection of your staff will be paramount, it is therefore important that all care is taken to follow Government guidance.

Social distancing must be made clear with the use of signs and/or floor markings – barriers could be placed around the dispenser area to enforce this. People must observe 2 metre distancing at all times.



Staff must wash their hands as often as possible for a minimum of 20 seconds. Wherever possible, it is always better to wash hands in soap and water rather than rely on hand sanitiser or alcohol wipes.

A daily cleaning routine should be introduced for areas such as taps, tap buttons and the top of the dispenser. Used cleaning cloths should be discarded in a lidded bin and the bin emptied daily.

Contact Us

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Re-usable Cups and Bottles:

Staff should be advised that the drinking area of these receptacles must remain away from the tap area of the water dispenser.

To minimise the risk of contamination from person to person anti-bacterial wipes should be available at the water dispenser for users to wipe down the dispenser after use.

Re-Starting your water dispenser:

If your dispenser will be out of use for some time to maintain water quality, dispensers should be left on and water run through both taps at least weekly, if at all possible.



Dispensers unused during Government Lockdown:

➤ **Bottled water dispensers:**

Remove the bottle, drain the dispenser through the taps, fit a new bottle and flush 2L water through both taps. Sanitise taps and dispensing area with food-safe sanitiser spray or wipes

Dispensers left without a bottle on top will need sanitisation before re-use, so contact your provider

➤ **Mains-fed dispensers:**

Flush approx. 5L water through both taps. Sanitise taps and dispensing area with food-safe sanitiser spray or wipes

➤ **Hot water dispensers:**

Switch the dispenser back on and allow it to reach temperature. Once up to temperature, drain the tank and allow to re-fill. Sanitise tap and dispensing area surfaces with food-safe sanitiser spray or wipes

By following Government instructions, the detailed advice above along with basic hygiene measures you can successfully, safely and confidently use the water dispensers installed in your premises.

For more information and to ensure that your provider is a WHA member visit www.twha.co.uk/Find-a-Member
