

Marks & Spencer

Happy colleagues lead to happy customers
as M&S introduce new HydroTaps for staff



Location: London

M&S
EST. 1884

Client: Marks & Spencer

Sector: Commercial

Product: HydroTap Classic in bright chrome



The brief

- Modernisation of staff catering areas.
- Instant hot water for greater efficiency and better staff overall wellbeing.

The solution

With a number of HydroTaps already providing instant filtered boiling and chilled water to staff in the M&S head office, it seemed the obvious choice to install the HydroTap Classic in the rest of its stores across the country.

The results

“Having one tap that does both boiling and chilled water is much more cost efficient than having multiple drinks machines. There’s no time wasted on refilling or cleaning – the HydroTap only requires a quick wipe down and the plumbed-in font means a more professional service offer. The time saving really adds up across the business, meaning that staff can spend more time on the shop floor, helping customers.”

Mark Meadows, Head of Non-Merchandise Procurement
Marks & Spencer

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