

SEE CARE SHARE SAFETY UPDATE



COMPASS UK & IRELAND HSE **FEBRUARY 2025**

UPDATED MANDATORY E-LEARNING AVAILABLE

We have working hard to update our e-learning modules and to make sure they are engaging and relevant. This month there will be some changes to mandatory e-learning for all Compass staff: the Allergen Awareness for Catering module has been refreshed and is now mandatory for all colleagues who work in catering services, whether as food handlers, waiting staff, on bars or in retail. For non-catering colleagues, such as those working in housekeeping, on receptions or in offices, in post rooms or in maintenance, there is a short Allergen Awareness for Non-Catering video that will now become mandatory.

There has also been an addition to our H&S Training, with the introduction of Health and Safety for Managers, which is now mandatory for any senior management, head or lead chefs, senior supervisors. This course is aligned to our WSMS and will give those who are involved in management the knowledge and confidence required to ensure they help keep everyone in our business safe. The L2 and L3 Food Hygiene training has not changed, however, L3 will now be mandatory for managers, supervisors and senior chefs, as prescribed by our FSMS. You will receive emails from the L&D system in due course advising when you need to complete these new mandatory e-learning modules.

MONTHLY SAFETY FOCUS: UPDATED DRINKS SERVICE PROCESS AND NEW SIGNAGE

MONTHLY SAFETY FOCUS

When it comes to the service of beverages, especially hot drinks there are certain allergen and safety risks associated which are causing significant concern for our busy. To support you and your team we have implemented a new process for hot beverage service in terms of allergens as well as some new signage and controls to ensure customers know the safety risk with hot beverages.

To ensure we are effectively managing the risks associated with allergens, and that we serve our customers the correct drink(s) that accurately align to their specific order, the following process must be followed at all times where a customer orders any drink(s) that contain cow's milk or an alternative to cow's milk. This drinks service process is to be considered as an allergen requirement. Even if the customer does not state that they have an allergy, the customer should be engaged at the point of order to determine if they have any allergies and / or food intolerances.

The Food Safety Conversation is available on the Compass HSE Website, All unit managers are required to download and print the Food Safety Conversation from the HSE website and once printed, review and cascade the content to their respective operational teams. A record to confirm this has been cascaded to all relevant food service colleagues will need be recorded on the allergen awareness training record card, accessible via the link provided. Please also ensure the "Put a Lid on it" Customer Posters are displayed in your unit where hot drinks are served. The lid should be applied by our team where we serve the drink to the customer



TIME TO TALK DAY IS COMING – 6TH FEBRUARY 2025

Run by Mind and Rethink Mental Illness, in partnership with Co-op, Time to Talk Day is all about bringing people and communities together for the nation's biggest mental health conversation. It can be uncomfortable to open up and share how we're really feeling. But talking openly and honestly can be the first step towards better mental health for everyone. This Time to Talk Day, we're asking people to get comfortable and start talking about mental health.



HOW CAN YOU GET INVOLVED?

There are lots of ways to take part in Time to Talk Day 2025. You could share your own mental health story to inspire others or you could even just reach out to a friend and see how they're doing. Whatever you decide, the [Time to Talk Day website](#) is packed with ideas on how you could take part and guidance on how to have those all-important conversations.

YOU MATTER NETWORK AND PORTAL

Remember that within Compass Group UK & Ireland there is also a support network available to all, the You Matter Network and there ambassadors are there to signpost and provide material to each of the sectors, to mind out more or to get access to the You Matter Portal scan the QR Code.



TAKE HOME SAFETY

NEED TO SPEAK TO SOMEONE NOW?

If you or someone you know need to speak to someone urgently remember that there are 24hr services, call Samaritans on 116 123 or Text SHOUT to 85258.

SAFETY IN NUMBERS – JANUARY 2025

Information and Statistics Apply To All Compass Group UK&I Units

Safety Incidents		Food Incidents	
Hazards & Near Miss Incidents:	918	Alleged Food Poisoning:	18
Injury Incidents:	296	Foreign Bodies (In Unit):	11
Total Recordable Incidents:	32	Foreign Bodies (Supplier):	00
RIDDOR Incidents:	7	Substantiated Allergies:	02
Top Injury Types		Enforcement Visits:	170
Slips, Trips and Falls	241		
Burns and Scalds	88		
Cuts	73		

SAFETY REMINDERS

- Updates to the Chemical Safety Page of the HSE Website are now live make sure you review and update your unit information where appropriate.
- Ensure your team are up to date with all of their Mandatory HSE Training. You can access the My Learning page via Connect and review your teams Learning Progress
- Not sure if you have missed an update on the HSE Website? Not to worry! In response to your feedback we have introduced a summary of all updates each month on a **dedicated page of the website.**