

SEE CARE SHARE LESSONS LEARNED



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CARE



SHARE

WE LOOK OUT FOR EACH OTHER

Compass UK & Ireland HSE

INCIDENT TYPE

Burn & Slip Trip

INCIDENT CLASSIFICATION

Contact with hot liquid

LOCATION

Kitchen

DATE

January 2026

INCIDENT SUMMARY

A colleague of ours was walking up the stairs carrying one pot of coffee in each hand when they mis-stepped and fell. As a result, they sustained a minor burn to her left arm.

Immediate first aid was provided by the one of our chefs, while their manager continued overseeing service. The employee was advised to rest and was later sent home. She reported feeling well afterwards, with no further injuries.

WHAT DID WE DO THAT WAS GOOD?



Our colleague was given onsite first aid.

WHAT CAN WE DO BETTER?



Our colleague decided to carry items for a service using the stairs instead of using a trolley and using a lift

HOW WILL WE DO IT BETTER?



Our Manual Handling risk assessments need to include all tasks conducted at the sight. In this case the task completed above would have had a would have been added to the pushing and pulling RA. [ES04b Pushing and Pulling Risk Assessment](#). Due to them moving between floors.



The information in the RA then needs to be added to the safety task card for the unit. [STCGE08 Trolleys and sack trucks](#). This allows all colleagues who work at your site to be aware of the necessary pre-cautions needed for the task on site

Be Mindful, Speak Up & Get Involved



Be Mindful, Get Involved & SPEAK UP!

Worried about how things are being run at work? Speak up is our confidential reporting program. If it doesn't feel right, follow your instincts – Be Mindful and Speak up, we are listening.



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INCIDENT TYPE

Burn

INCIDENT CLASSIFICATION

Contact with hot liquid

LOCATION

Kitchen

DATE

January 2026

INCIDENT SUMMARY

A colleague of ours was grilling a lemon, it suddenly burst after approximately 10–15 seconds, causing hot oil to splash directly into their eye. They immediately rinsed their eye at the kitchen sink, but soon experienced blurred vision and increasing pain.

First aiders were contacted, and after initial assessment it was advised that they attend hospital.

Medical examination confirmed a burn to the corneal layer of their eye. Our colleague was prescribed long-term eye drops to support healing, prevent infection, and reduce the risk of ongoing irritation and excessive tearing.

WHAT DID WE DO THAT WAS GOOD?

- ✓ Our colleague was given onsite first aid.
- ✓ The decision to send our colleague to hospital was made quickly

WHAT CAN WE DO BETTER?



Senior chefs in the location could have done a better job at supervising their colleagues.

HOW WILL WE DO IT BETTER?



When completing risk assessments we need to make sure that they contain full details of the tasks carried out on site, with clear guidance on what measures we are taking to prevent or reduce any potential injury.



In the site-specific induction booklet there is space for any additional safety information that we need to communicate for tasks conducted onsite. This will allow colleagues to fully understand the procedures that need to be taken for each task.

INCIDENT PHOTOS



- **SPEAK OUT** Encourage positive two-way dialogue
- **BE MINDFUL** Focus on worksite hazards and how we control them.
- **GET INVOLVED** Be Proactive to help keep safety front of mind.

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INCIDENT TYPE

Back Injury

INCIDENT CLASSIFICATION

Manual handling

LOCATION

Storage Area

DATE

February 2026

INCIDENT SUMMARY

A colleague was returning wine bottles to storage, transporting several individual bottles and one case containing six bottles using a trolley. After positioning the trolley near the storage racking, which was at mid-height, the colleague lifted the case of wine from the trolley to place it onto the racking.

During the lift, the colleague reported that he twisted his upper body while handling the load. At that moment, he felt a sudden onset of pain, indicating a strain caused by the twisting movement while lifting the case.

Upon investigation it was discovered that our colleague had fallen from their bike the week before and the lift further harmed the existing injury.

WHAT DID WE DO THAT WAS GOOD?

- ✓ Our colleague used a trolley to transport goods from one location to another.
- ✓ The colleague positioned the trolley close to the shelving to minimise carrying distance.

WHAT CAN WE DO BETTER?



Never twist whilst lifting. Keep your back straight and bend your knees to lift.

HOW WILL WE DO IT BETTER?



Always follow your training. In most cases similar to this one colleagues have completed the training but they fail to follow through with the instructions during their daily routines.



If you suffer any injury outside of the workplace, which could later affect your ability to carry out your daily tasks, you need to inform your line manager.



If you are in pain from any injury visit your doctor and ask them if you are fit to work.

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INCIDENT TYPE

Contact with Hot or Cold
Surface, Liquid
or Environment

INCIDENT CLASSIFICATION

Not completing the task in
accordance with training

LOCATION

Barista Counter

DATE

December 2025

INCIDENT SUMMARY

A barista sustained first-degree burns to one hand while removing an overfilled coffee pot from a coffee machine. The machine began overflowing with hot water onto the counter and surrounding area. The barista sought assistance from a chef on site, who instructed her to run the machine again. Running the machine a second time caused the pot to fill beyond its normal capacity. When the barista removed the pot, excess hot coffee spilled onto her hand, resulting in injury.

The subsequent investigation found that the chef had intended for the pot to be removed and emptied before the machine was restarted. The incident was determined to have occurred due to a misunderstanding caused by a language barrier between colleagues

WHAT DID WE DO THAT WAS GOOD?

- ✓ Our colleague looked for help when an unexpected problem occurred
- ✓ First aid was given at the scene

WHAT CAN WE DO BETTER?



When we are working with colleagues whose first language is not English. We need to make sure that any training or instructions are fully understood.



Part of being a supervisor is to train & observe colleagues to make sure they are doing the task safely and to provide feedback on their actions

HOW WILL WE DO IT BETTER?



If you don't understand the task you need to complete **SPEAK OUT** and say that you need help



When someone asks for help **GET INVOLVED** by providing on the spot training, including observing the colleague completing the task to ensure they are completing the task safely



If a piece of equipment is not working as it should be **MINDFUL** about yourself and your surroundings. Switched off the device and report it to a manager. If the device is electrical and generates heat weight work it to cool before any works are carried out.

INCIDENT PHOTOS



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