



see



Care



Share

Monthly HSE
Review
June

2026

Vacherin
LONDON

see CARE share BRAND



see



Care



Share

WE LOOK OUT FOR EACH OTHER

CH
& CO

TRIFR & MFSIR – P8



P8	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	3	1	1	0	1
MFSIR	2	1	0	0	1
FSIR (FB+MFSIR)	8	3	0	4	1

	YTD CH&CO	YTD Target	EOY Target	G&G	G&G ROI	Vacherin	C of C
TRIFR	40	39.3	~59	16	5	12	6
MFSIR	6	4.66	~7	1	1	2	2
Safety Walks	857	960	1440	540	88	152	78
Hazard Obs	881			707	65	90	19

“TRIFR (Total Recordable Incident Frequency Rate) – Lost Time Incidents', Medical Treatment Cases, Restricted Workdays, Fatalities

FSIR (Food Safety Incident Rate) – Allergen reaction, in unit foreign bodies and in unit food poisonings

MFSIR (Material Food Safety Incident Rate) - Substantiated allergen reaction, substantiated food poisonings”

Vacherin
LONDON



Vacherin HSE Dashboard



TRIFR - Vacherin YTD 29th April

LTI	10
RIDDOR	4
Total Recordable Incidents	12
Reported Injuries	53
Hazard Observations	87
Near Misses	28
In Unit AAI	2
EHO Inspections	22

Accidents, LTI & RIDDOR - May

TRIFR – None!



Vacherin
LONDON



Hazard Observations and Near Misses YTD



First of all, a MASSIVE THANKS! We logged 65 hazards since our last meeting! That is 3 time what we have done in the previous part of the year and really shows that we are starting to move in the right direction. Please build on this momentum but remember *the difference between a hazard and near miss.*

Hazard Observations 90

Near Misses 29

- Cases of goods stacked unsafely in a dry store

*“A **Hazard** is an item or situation that has the **potential** to cause **harm** or **damage to property**. A **Near Miss** is an incident that was **caused by a hazard** that **did not result in an injury** or **damage to property**. If the incident **has caused an injury**, no **matter how small**, it needs to be logged on AIR3”*

A vertical form titled 'AIR3 REPORT A HAZARD OR NEAR MISS'. At the top, it says 'ALL INCIDENT REPORTING SYSTEM' and has icons for 'see', 'care', and 'share'. The form contains several paragraphs of text explaining the purpose of the report and the importance of reporting hazards and near misses. It includes a QR code that users can scan to complete the form. Below the QR code, there are four input fields for 'Unit Number', 'Unit Manager Name', 'Unit Manager Phone No.', and 'Unit Manager Email'. The form is yellow and white with black text.

Lesson Learnt – Accident Reporting



What happened?

A colleague of ours was stuck on the head by items falling from an overloaded shelf. Sadly, this is all we know about this incident. Due to a lack of information being provided by the site.

What Can we do better?

It can be frustrating when an accident has been logged but we do not receive information regarding the accident. It is essential that once we log an Accident on Air 3, we complete the Incident Investigation Pack and upload it with **14 days**. Regrettably, this not the case with this incident. At the time of writing this has still not been accomplished after multiple attempts to contact the site through emails to the site through Origami and remains unresolved.

I recommend that before you log the incident that you;

- **Have paper copies printed ready for an incident**
- **Complete the paper pack first before uploading anything on Air3**
- **Complete the whole pack! Take witness statements, including the manager statement, even if you were not there. Take photos of the location or provide simple drawings this helps to “Set the Scene”**

Get Involved

- It is caring for your team members and encouraging each other to work safely.
- It is contributing to safety discussions, investigations and meetings.
- It is sharing your safety knowledge, experiences and learnings with others

Vacherin
LONDON

“These 3 steps allow us to have all the information we need before the incident is uploaded on Air 3. This case is not the norm, but we do not always have all the information required for logging our onsite incidents and this results in a lot our time going back and forth between our sites and the HSE team. Time we could be using on our operations onsite and regionally”.



Alleged Foreign Bodies (AFB) - May



Although these are not all from Vacherin I want you to be aware of the substantiated Foreign Bodies found across CH&CO.

Spring and summer is Foreign Body Season. We need to be extra vigilante to ensure that our customers and clients experience dining with us is of the highest quality.

Sources of foreign bodies last month

- **Snail** from an in unit produced Salad.
- **Metal** Origin unknown, possibly due to snagging at Verdant, no issues identified at CPU or Verdant
- **Glass** Origin unknown – all controls in place at Verdant
- **Plastic – Pastry brush**

BE MINDFUL

- It is being vigilant about hazards, your surroundings, team members and your fitness for work.
- It is staying focussed on the task you are doing and looking for ways to improve the way it is done.
- It is taking time to plan and focus on doing the task safely.

Vacherin
LONDON

**CH
&CO**

See, Care, Share – Monthly Update



WORLD FOOD SAFETY DAY – 7th JUNE 2026

Inspired by World Food Safety Day, we want to take this month to really raise awareness on allergens, particularly gluten and Coeliac Disease, which whilst not an allergen as it is an auto-immune disease, it should still be treated in the same way as allergies.

Gluten Awareness & Coeliac Disease – Why It Matters The Reality – Why This Matters to Our Teams 1 in 100 people in the UK have coeliac disease, yet only 36% are diagnosed This means ~500,000 people may be undiagnosed, regularly experiencing unexplained symptoms In practice, this means: Every unit is likely serving customers with coeliac disease Many customers may not know they have the condition Our controls must assume risk exists in every service Effective allergen management is not just compliance — it is customer safety, trust, and brand protection. Every interaction and label matters.

7 June
World Food Safety Day



SEE CARE SHARE SAFETY UPDATE



COMPASS UK & IRELAND HSE **JUNE 2026**

WORLD FOOD SAFETY DAY – 7TH JUNE 2026

Inspired by World Food Safety Day, we want to take this month to really raise awareness on allergens, particularly gluten and Coeliac Disease, which whilst not an allergen as it is an auto-immune disease, it should still be treated in the same way as allergies.

Gluten Awareness & Coeliac Disease – Why It Matters

The Reality – Why This Matters to Our Teams

- 1 in 100 people in the UK have coeliac disease, yet only 36% are diagnosed
- This means ~500,000 people may be undiagnosed, regularly experiencing unexplained symptoms
- In practice, this means:
 - Every unit is likely serving customers with coeliac disease
 - Many customers may not know they have the condition
 - Our controls must assume risk exists in every service

Effective allergen management is not just compliance — it is customer safety, trust, and brand protection. Every interaction and label matters.

What is Coeliac Disease?

- A life-long autoimmune condition
- The body attacks itself when gluten is eaten, damaging the gut lining
- Symptoms may include:
 - Abdominal pain, bloating, diarrhoea
 - Long-term health complications if unmanaged

Important: Coeliac disease is not an allergy or intolerance, but must be treated with the same level of control and seriousness.

CRITICAL DEFINITIONS

Gluten-Free

- Can only be used where food contains <20 parts per million (ppm) gluten
- Must be:
 - Pre-packaged
 - Sealed and labelled by the manufacturer
- Acceptable: Bought-in sealed GF product
- Not acceptable: Food prepared in our kitchens labelled as 'Gluten Free'

NDGI – Non-Gluten-Containing Ingredients

A dish made without gluten-containing ingredients. Cannot be guaranteed gluten-free due to cross-contact risk. Registered statement, full version of which can be found in GMP 13 Allergens.

Abbreviated Version: "Whilst every care has been taken... we cannot guarantee our food is 100% gluten-free"

Food prepared in our kitchens must never be labelled "Gluten Free"

TAKE HOME SAFETY

BARBECUE SAFETY AT HOME

It is that time of the year again when we are all looking forward to getting out in the garden to enjoy some quality time with your family and friends around the barbecue. With that in mind we wanted to share a few safety tips to help you enjoy the summer months.

Remember to check your barbecue is in good condition and look for loose or damaged parts that may need adjustment or repair. If it is an LPG barbecue then ensure all connections are checked over and a leak test is conducted before use using a LPG risk of injury note. By spraying it on or coating the valves, connections and hose, ensure the barbecue controls are all set away from the gas valve on the LPG cylinder and on and not too close to any flammable materials. If you are unsure if you do have any leaks, isolate the gas immediately and check you manual or consult a certified gas engineer.

Consider the location: Level ground, away from fences, sheds and overhanging trees, which have been known to catch fire. Beware of your new grill or barbecue in an enclosed space and prevent the barbecue early to ensure it is all the right temperature by the time you want to cook. Never pour petrol, maffia or other accelerants onto a barbecue. Some of the most serious barbecue related accidents happen when people do this, and the barbecue "explodes" in their back.

For further Safety Tips on Barbecues click here: Barbecue Safety Tips

SAFETY IN NUMBERS – MAY 2026

Safety Incidents

Safety Incidents by Type

Food Incidents

Food Incidents by Type

Top 3 Incidents by Type

SCAN HERE TO VISIT THE HSE WEBSITE

Vacherin
LONDON

“Each monthly update needs to be displayed on our communications notice boards and Communicated in our team huddles”.

CH
& CO

Allergen Awareness – Coeliac Disease



Vacherin
LONDON

“Wheat has taken over Milk as the most common Allergic Reaction in the UK”

What is Coeliac Disease?

Coeliac Disease is a life-long autoimmune condition. Causing the body to attack itself when gluten is eaten, damaging the gut lining.

Symptoms may include:

- Abdominal pain, bloating, diarrhoea
- Long-term health complications if unmanaged

“Coeliac disease is not an allergy or intolerance but must be treated with the same level of control and seriousness”.



**CH
& CO**

Vacherin Audit YTD = 82.75% +0.78%

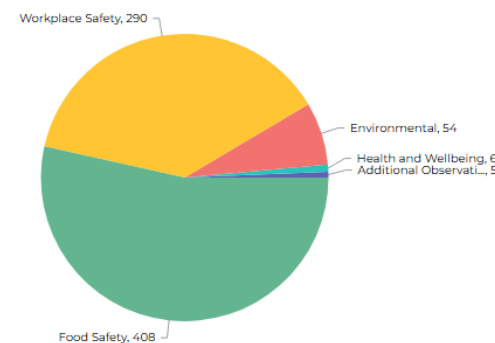
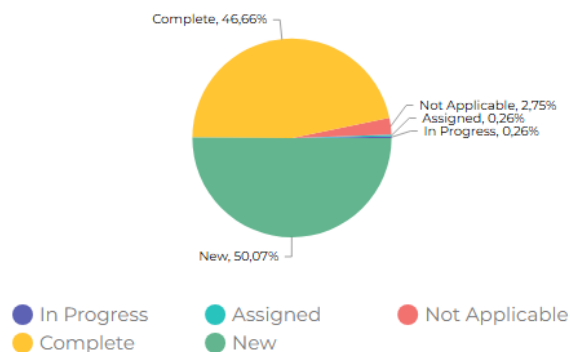


Most Common NEOC

- Has the Net Zero Toolkit been completed?
- Has an HSE meeting been held in the last 6 months?
- Has the site recorded food waste on the source?
- Do Agency and Temporary workers complete an onsite induction?
- Has a Quarterly Record been completed in the last 3 months?

Most Common SEOC

- Does the have an allergen notice explain how to find obtain our allergy information and is the information accurate and easily accessible?
- Does the site comply with out Glass Policy?
- Have High Risk Manual Handling been identified and communicated to colleagues?
- Are all in unit produced foods suitably labelled?
- Are COSHH safety task cards displayed in relevant locations where the chemicals are being used at the point of use?



For full information on the HSE audit criteria please use the link below

[HSE AUDIT VACHERIN COPY](#)

Vacherin
LONDON



Leadership Safety Walks – 8th June



CH&CO TOTAL	918
VACHERIN	152
IN UNIT	104
REGIONAL OPS	48

When signing in;

- Compass for the account
- Select *use a passcode* - Chco12



Vacherin
LONDON

Prepare

What is the current safety focus?

Has the unit had any safety incidents recently?

Using the monthly Safety walk topics allows us to engage on a different 2 different topics each month.

If your site has had an incident recently then you can base your onsite topic around that incident.

See

How are the tasks being done, are completing them correctly? Remember adaptation is positive, where it is done safely.

Ask our team their thoughts on the processes discussed that week? Are they following the guidance? Are they aware of the correct procedures? Have they fully understood the training?

Care

Speak to team members to understand what makes their tasks easier and what are the barriers? Promote a positive attitude to safety within our business, reaffirm positive behaviours. People and teamwork are the solution.

Remember we are not the health and safety police. If colleagues have not been following safety procedures we want to positively engage and change people's mindset, not to chastise them.

Share

Share and recommend improvements based on your observations. Where required identify if above unit support is required.

Ask the team to share their findings on the walk. What did they find? Ask what we can do to improve.

**CH
&CO**

Leadership Walk's HSE Conversation – Avoiding Heat Exhaustion



With the current hot weather in the UK and the potential for temperatures to reach the high 30's there is a risk that some employees working in our venues may suffer from heat exhaustion. This is particularly important where team members maybe working outdoors where there may not be the luxury of air-conditioned buildings. We must ensure we look after our employees' health and safety whilst at work and have a duty of care to ensure that they are being given advice and support on how to deal with the heat. Please ensure you are following the top tips below to reduce the risk of heat exhaustion in our teams.



1. Ensure team briefings cover the issue with heat and they are reminded to drink and eat regularly to keep hydrated and keep their energy levels up.
2. Provide plenty of fluids for team members to drink and keep hydrated, this can be either water or fruit squash.
3. It is important that team members drink regularly throughout the day even if they do not feel thirsty and everyone should be drinking more than normal.
4. Ensure team members are allowed regular breaks and where possible breaks should be taken in a cool shaded area away from their normal workplace.
5. Have a stock of Mars Bars or other sweets available to provide a little energy boost.
6. Where working spaces are hot try to increase air flow by opening windows, doors, desk or pedestal fans can help but in extreme temperature often just circulate the hot air, where you have blinds on windows keep them closed.
7. Where buildings have air conditioning ensure this is set to the optimum temperature to control the temperature and keep it comfortable.
8. Where team members are working outside ensure they are advised to apply sun cream prior to coming to work and they have some available to re-apply at work.
9. If we have got team members working outside in the sun for most of their shift, then we should look to provide brimmed caps or hats to protect them from the direct sunlight.
10. Make sure managers and supervisors are encouraging team members to take breaks and drink plenty of fluids.

Get Involved

Encourage your colleagues to work safely and to follow the correct procedure when dispensing, diluting and using chemicals

- Ensure any spillages are cleared up appropriately

Vacherin
LONDON

CH
& CO

Leadership Walk's FS Conversation – Pest Control



- Check food deliveries for signs of pest contamination, such as gnaw marks, damaged packaging, spilled product etc.
- Do not leave food deliveries outside or unattended – put them away, into the appropriate food storage area immediately; do not leave deliveries outside where they may attract pests..
- Make sure areas are kept clean and tidy, and that waste is removed regularly.
- Check your work area for signs of pest activity, such as contaminated food, droppings, chewed packaging, pillaged food etc..
- Report any signs of pests to your supervisor immediately.



Area	Signs of Activity	Corrective Actions
Floor	Look for pests (live or dead) and signs of pests including droppings, urine stains, and grease or gnaw marks. Look along skirting boards and under equipment.	Dispose of any dead pests. Sweep up droppings, clear urine or grease stains with disposable paper towel. Then mop and sanitise the area.
Shelving & Work Surfaces	Look for pests (live or dead), and signs of pests including droppings, urine stains, and grease or gnaw marks. Remove items and check behind objects	Dispose of any dead pests. Remove any debris or contamination, then thoroughly clean and sanitise the area.
Crockery, glassware, cutlery, utensils etc	Remove items from their containers or shelving. Look inside containers or on shelving for evidence of pests	Remove any debris or other visible contamination and then wash all items in the dishwasher. Where no dishwasher is available items must be washed with an approved pot-washing detergent with disinfecting properties, at the manufacturers stated dilution and adhering to the stated contact time.
Food	Visually check food and food containers for gnaw marks and holes in packaging and for droppings or pests (live or dead). Look for spilled product on shelving.	Any contaminated packaging must be disposed of.
Disposable Packaging	Check that food packaging is intact without evidence of pests, such as gnaw marks and droppings	Any contaminated packaging must be disposed of



HSE Team Monthly Hot Topic – *Understanding Our Glass Policy*



- **Where possible** avoid using glass in food handling areas, including serveries.
- Replace glass with plastic or other suitable materials, whenever possible.
- Decant ingredients from glass containers into plastic containers, where practicable.
- Store regularly-used glass items, preferably in a high sided container and stored away from any food storage or preparation areas. **(In dry stores and fridges, a self-contained container (gastro) should be used to prevent broken glass falling through gaps, so no mushroom crates.**
- Check rubber seals or gaskets are fitted and in place to storage jars.
- Check glass items regularly for chips, cracks and other damage and replace.
- Check inside glass bowls/dishes for fragments of glass before preparing or serving food in them.
- Where glass serving dishes cannot be avoided on self-service counters, provide plastic serving utensils for customers to use.
- Store cooking equipment such as bowls or cooking pots upside down, **whenever possible.**
- Avoid storing food contact equipment at low level.
- Keep food covered as far as practicable.
- Ensure light fittings have plastic diffuser covers.

When glass does break make sure your colleagues follow the steps described below:

- If a breakage is detected stop food production / service immediately.
- Clear all broken glass immediately using designated dustpan & brush or vacuum.
- Dispose of it carefully by wrapping it in paper and placing it in a box.
- Check the surrounding area and all equipment for glass fragments.
 - Dispose of any food near the breakage.
 - Clean the dustpan & brush of any glass fragments.
 - Report your actions to your supervisor.

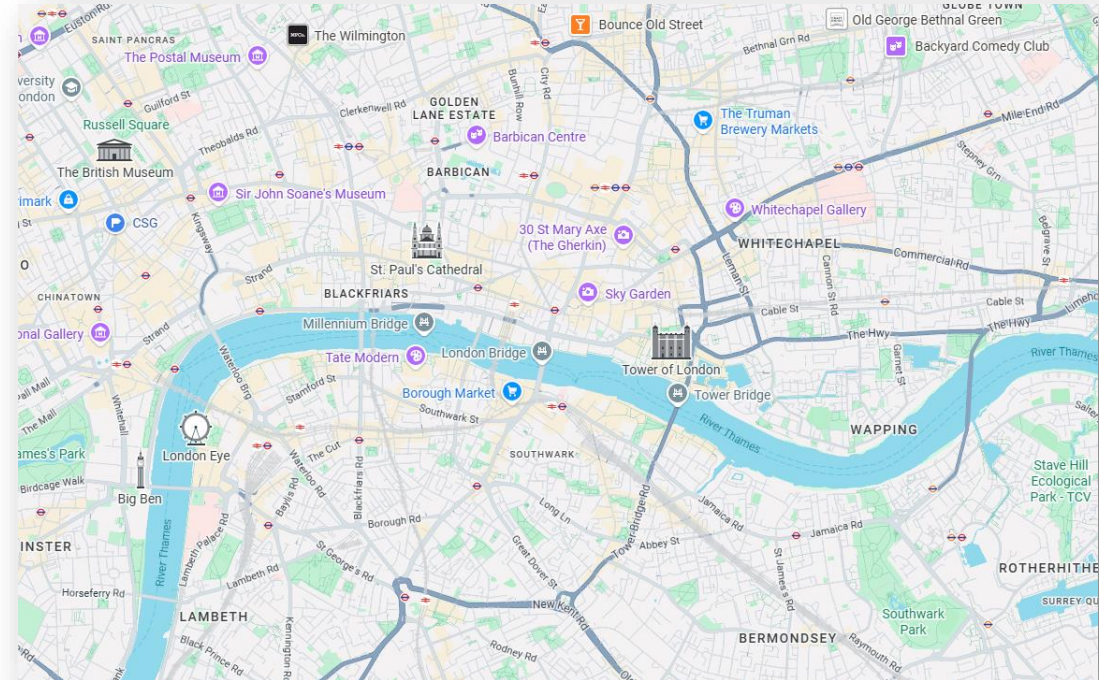
HSE Team Site Information



Booking onsite visits can be challenging when the information that the HSE team have on record has become outdated.

Can I please request that all sites contact myself with the following details for their operation

- Compass Unit Number
- Onsite General Manager
- GM Contact information
- Ops Manager
- Ops Contact Information
- Site Address



Vacherin
LONDON



Compass policy updates from May



May Updates

General ↓ No updates currently	Food Safety ↓ No updates currently
Workplace Safety ↓ Spirigel Pro - CPA and Task (Replacing Spirigel Completed) STCGE10 Use of Step Stools and Stepladders - Updated March 2026 STCCS117 Dog friendly food premises	Training ↓ No updates currently
Compliance ↓ No updates currently	

Vacherin
LONDON

“Updates can be found under the Compliance tab of the HSE website”

Internal



Contacts



- tom.crow@compass-group.co.uk
- hse@compass-group.co.uk
- Out of hours emergencies -
<https://www.mycompasshse.co.uk/news/out-of-hours-hse-contact-wc-06012025/>

Vacherin
LONDON

