

SEE CARE SHARE SAFETY UPDATE



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WE LOOK OUT FOR EACH OTHER

COMPASS UK & IRELAND HSE

FEBRUARY 2026

PUT A LID ON IT - PREVENTING BURNS AND SCALDS

We serve thousands of hot drinks every day, so unsurprising that burns and scalds can occur – but they don't have to. Whether we are preparing, serving, or drinking hot beverages, there are some key tips and processes we should follow to help keep ourselves, our team members, and our guests safe:

- Hot water and beverage dispensers vary, so it is important that you are trained on the specific equipment you are using.
- Treat all hot water and beverage dispenser surfaces as hot – because they most likely are.
- Focus on the task. Do not allow others to distract you and never look away when dispensing hot beverages.
- Do not overfill containers or cups, and always check their condition before using them.
- Be mindful of your surroundings, as most incidents occur in the immediate area around the dispensing equipment.

Ensure that the Put a Lid on It poster is displayed at all service points. You can find this on the [HSE website](#), along with further information and guidance.



Scan to watch a 60 second video

OUR DRINKS SERVICE PROCESS AND SIGNAGE

Service of drinks made with cow's milk and alternatives to milk, including hot and iced drinks, blended drinks, shakes and smoothies poses allergen risks which cause significant concern for our business. To control the risks, and to support you and your teams, we have an allergen management process for service of these drinks.

Good communication is essential, and this starts at the point of ordering, when customers should be asked whether they have an allergy. This can be done verbally or by wearing our 'Do you have an allergy' badge. You can order badges via Linney with order code CO25_SIG_MISC_051535.

Whenever a customer orders a drink to be prepared with an alternative to milk, they should be asked whether they have an allergy or intolerance, or whether it is a preference. Exact details of an order, including the type of milk / alternative to milk, and any other ingredient additions or omissions, must be clearly communicated to the colleague making the drinks and on to the colleague serving them. The final check is to verbally communicate what each drink is when handing it over to the customer to confirm it is correct for their requirements.

The Food Safety Conversation 'Allergen Awareness for Drinks with Milk or Alternatives to Milk' is available on the [HSE website](#). All unit managers are required to download and print the Food Safety Conversation, review it and cascade the content to their respective operational teams. A record to confirm this has been trained out to all relevant food service colleagues will need to be recorded on the allergen awareness training record card, also available via the link provided.

PLEASE NOTE: COMPASS ONE locations have a separate specific process for their business, available on HSE Website also.

TIME TO TALK DAY IS ON THE 5TH FEBRUARY 2026

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 make time to talk about mental health.

How Can You Get involved

There are lots of ways to take part in Time to Talk Day 2026. You could share your own mental health story to inspire others or you could 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 with guidance on how to have those all-important conversations.

The You Matter Portal

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

NEED TO SPEAK TO SOMEONE NOW?

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



TAKE HOME SAFETY



ACCESS
YOU MATTER

SAFETY IN NUMBERS – JANUARY 2026

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

Safety Incidents

Hazards & Near Miss Incidents:	889
Injury Incidents:	252
Total Recordable Incidents:	36
RIDDOR Incidents:	2

Top Injury Types

Slips, Trips & Falls	62
Cuts	61
Burns & Scalds	58



Food Incidents

Alleged Food Poisoning:	22
Foreign Bodies (In Unit):	6
Foreign Bodies (Supplier):	2
Substantiated Allergies:	3
Enforcement Visits:	149



SAFETY UPDATES

- Not sure if you have missed an update on the HSE Website? [Click here](#) to visit our dedicated page on updates to the website or scan the QR code below.

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