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WE LOOK OUT FOR EACH OTHER

# RESTAURANT ASSOCIATES

## BITESIZE SAFETY

Foreign Bodies



Internal

# AGENDA



- WHY IS IT IMPORTANT
- WHAT TYPE OF FOREIGN BODIES
- HOW CAN WE PREVENT THEM
- DO'S & DON'TS
- CASE STUDIES
- CALL TO ACTION



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# WHY IS IT IMPORTANT



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39%  
PLASTIC



## TOP 5 FOREIGN BODIES

There are a range of Foreign Bodies seen across our business, most avoidable. These foreign bodies are classed as in unit foreign bodies and are where our actions have contributed to the foreign body contaminating food, so what are the top 5 types of foreign body currently?

11%  
Insects / Bugs

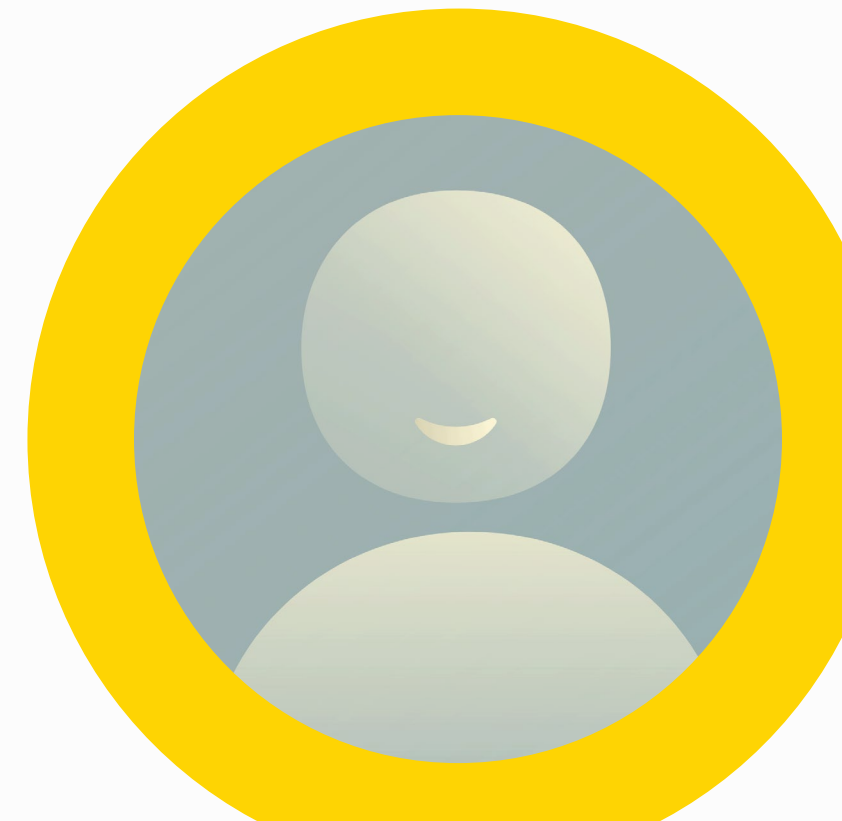


10%  
Metal

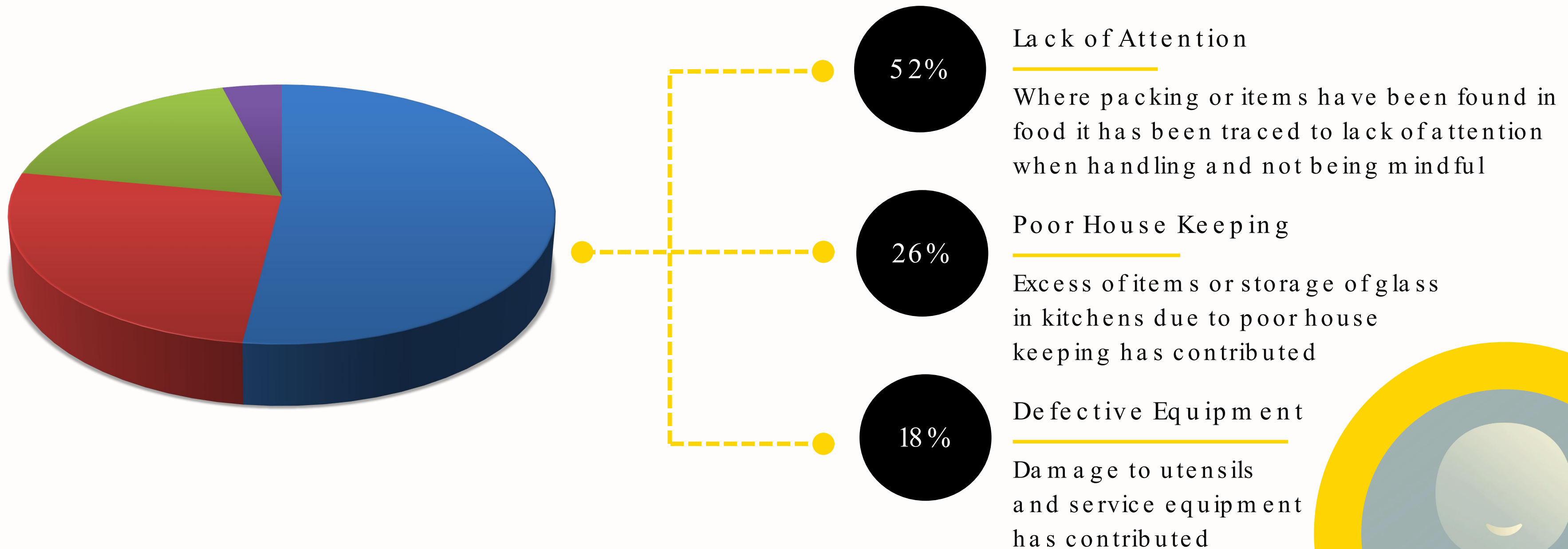


10%  
Unidentified

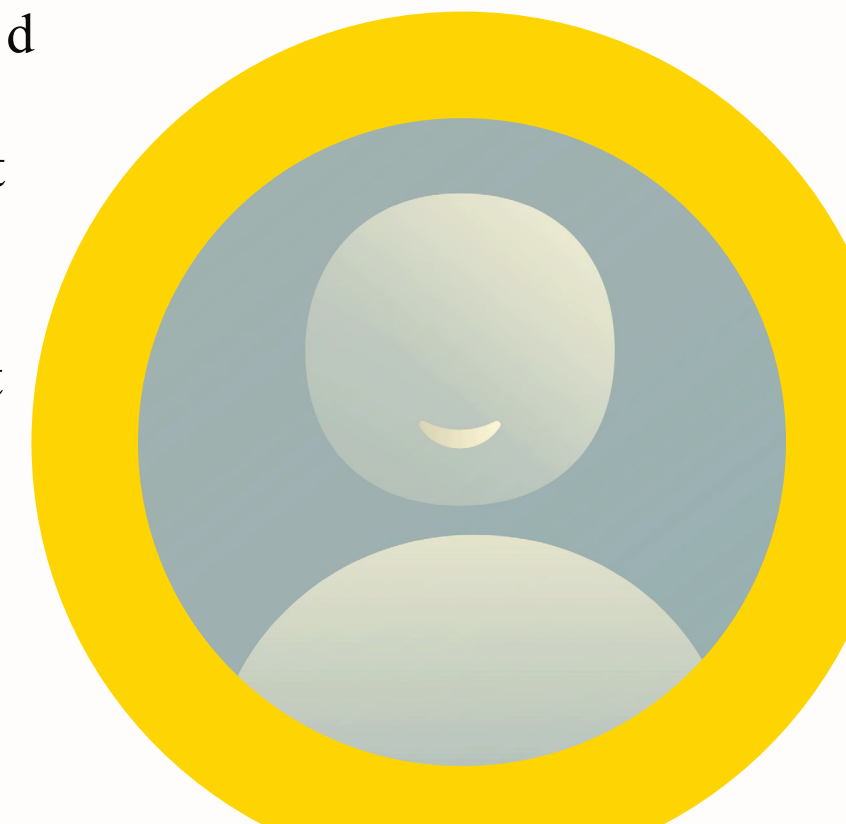
9%  
Packaging



# TOP 3 ROOT CAUSES



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# HOW CAN WE PREVENT THEM



## Good Personal Hygiene and Uniform Standards

- Carry out visual checks on uniform to ensure all buttons are intact and not missing
- Ensure that those preparing food are wearing hair covering, hats, skull caps or hairnets and FOH teams have hair tied back

## Careful Opening and Disposal of Packaging

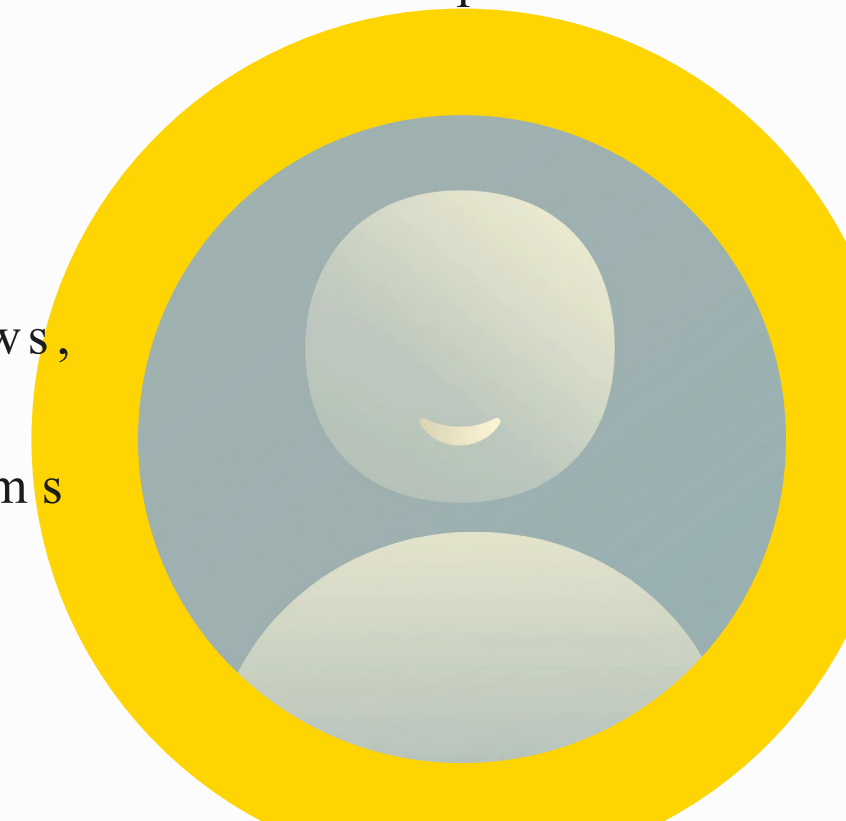
- Carefully open packaging with the appropriate tools, away from open food, to avoid contamination from torn or broken plastic.
- Immediately dispose of packaging materials in designated bins, away from food preparation areas.
- Ensure there are adequate number of scissors, box cutters and bins in place around.

## Thorough Washing of Food

- Ensure all fruit, vegetables and salad items are thoroughly washed.
- Washing salad leaf in smaller batches and ensuring it is agitated to ensure no small insects/ bugs get missed.
- Ensure that the sink and any equipment used whilst washing any foods are cleaned and any debris from the process is disposed of.

## Visual Inspection of Equipment

- Before using any equipment, visually inspect them for any signs of damage or missing parts.
- This is also relevant to front of house in server areas and server equipment. Check for loose screws, bolts and ensure anything damaged is reported and removed from service until suitably repaired.
- This includes crockery and glassware, pre and post service checks and removal of damaged items into the correct waste streams.





# REPORTING FOREIGN BODIES

All foreign bodies are to be reported using the designated form before logging onto the AIR3 system, the completed form must be uploaded to AIR3 once logged in. Page 3 provides a shaded square with ruler to place the foreign body on to take a photo representing the size of the object.



**SAFE FOOD** served with you in mind

Compass Group UK & Ireland  
Alleged Foreign Body Reporting Form

### Alleged Foreign Body Reporting Form

Use this initial reporting form to gather and record information about the incident when you are speaking to the individual and the team about the incident. Once completed this should be used to complete the AIR3 Online Reporting Form and should be retained for 6 months with all appropriate evidence and supporting information. Please **DO NOT** send the foreign body in the post until you are advised by the Vendor Assurance team of where to post it. Instead, please store the foreign body in the freezer labelled with the AIR reference and mark **NOT FOR CONSUMPTION**.

WHERE & WHEN			
Unit Name:		Unit Number:	
Date Reported:		Date of Incident:	
Exact Location of Incident:		Time of Incident:	
Your First Name:		Your Surname:	
Your Job Title:		Telephone No:	
Your Email Address:			
RM/OD/BD Email Address:			

INCIDENT DETAILS			
What Did They Eat?			
Was It Made In Unit?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	If No, skip the Ingredients section below
Incident Description:			

INGREDIENTS (MADE IN UNIT ONLY)			
Name of Product:			
Ingredient 1	Ingredient 3		
Ingredient Name:		Ingredient Name:	
Batch Code:		Batch Code:	
Use By / Best Before:		Use By / Best Before:	
Ingredient 2	Ingredient 4		
Ingredient Name:		Ingredient Name:	
Batch Code:		Batch Code:	
Use By / Best Before:		Use By / Best Before:	

FS.F.037.04 SERVED WITH YOU IN MIND 1

Compass Group UK & Ireland  
Alleged Foreign Body Reporting Form

ALLEGED FOREIGN BODY			
Customer complaint?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	If yes, do we have their details? Yes: <input type="checkbox"/> No: <input type="checkbox"/>
Foreign body?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	Do you have a photograph of the packaging? Yes: <input type="checkbox"/> No: <input type="checkbox"/>
Any similar 3 months?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	If yes, provide AIR3 ref number:

DETAILS			
Customer:		Contractor:	Employee / Agency Staff:
Other (Provide Details):			
	Surname:		
	Contact No:		
?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	If Yes, How Many?
ing	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	If Yes, Provide Details:
Medical or dental incident?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>	If Yes, Provide Details:

BOUGHT IN PRODUCTS ONLY			
(VMC): (Invoking)	Batch Code		
	Invoice or Delivery Note Number:		
Date:	Delivery Date:		
	Vendor / Distributor Depot:		

FS.F.037.04 SERVED WITH YOU IN MIND 2

Compass Group UK & Ireland  
Alleged Foreign Body Reporting Form

AND EVIDENCE CHECKLIST	
	Time Consumed:
	Number of Portions Consumed:
	Witness Surname:
AIR3	(✓)
s	Invoices
	Photographs
If originally found against a ruler to show the size/ dimensions (Please take photos from different angles if not obvious what it is) visible showing all the product traceability information i.e. Best Before, Use by & Batch codes.	
SPACE BELOW TO TAKE A PHOTO OF FOREIGN BODY ONLY	
	Date:
6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	
Remember to ensure that you report any incidents to your line manager and follow the applicable escalation process. All Food Safety Incident must be reported on the AIR3 System as soon as possible, access is via Compass Connect or by using the QR Code provided.	
FS.F.037.04 SERVED WITH YOU IN MIND 3	



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# DO'S



**Ensure all food handlers are wearing appropriate hair coverings**



**Reduce glass stored in food preparation areas and not ever on high shelving**



**Fully remove plastic seals from packaging and bin it immediately**



**Discard packaging and clingfilm from products and dispose of it immediately**



**Remove and dispose of any damaged storage containers or food preparation equipment**



**Report structural damage to your manager and ensure open foods are covered in these areas**



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# DON'TS



- ✗ Store glass on high shelves above food preparation shelves
- ✗ Cut plastic packaging including vacuum and piping bags over open food
- ✗ Use damaged storage containers or equipment



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# CASE STUDIES



**Rocket** : Blue plastic found by a customer in mushroom soup

**Amex:** Customer choked on a fish bone



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# CALL TO ACTION



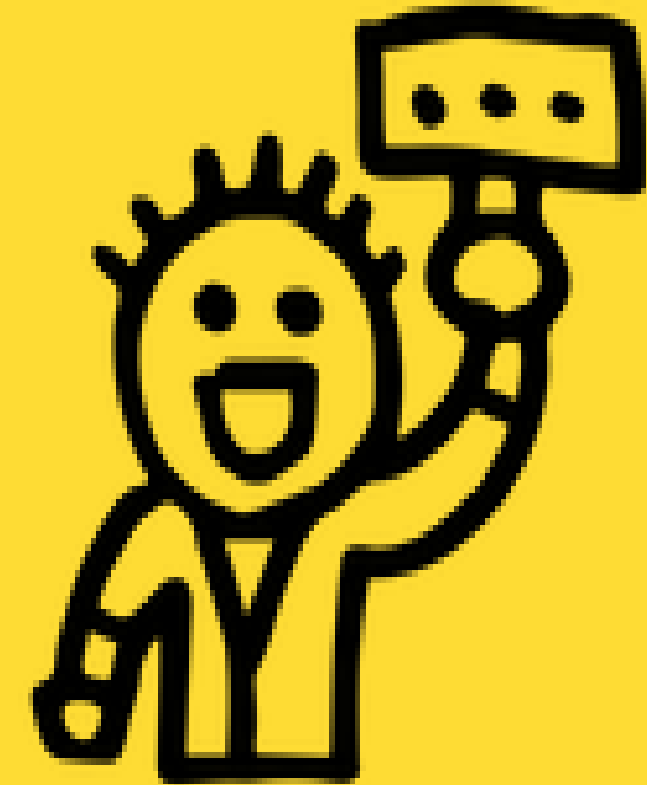
Conduct A Check

Be Mindful



Personal Hygiene & Uniform

Follow Triple  
Wash Procedure



Coaching

Discard Leftover  
Waste Packaging  
Immediately



# RESTAURANT ASSOCIATES BITESIZE SAFETY - CALENDAR

This planner highlights the monthly topic, the date the webinar will be hosted and a calendar invite link for each month to add the session directly to your Outlook. All sessions will be recorded and made available online to watch back later.



JUNE	JULY	AUGUST	SEPTEMBER
<p>DATE &amp; TIME: 16<sup>th</sup> June 2025</p> <p>TOPIC: Foreign Bodies</p> <p>SUITABLE FOR: All</p>	<p>DATE &amp; TIME :</p> <p>TOPIC: Restaurant Associates Allergen Management</p> <p>SUITABLE FOR: All</p>	<p>DATE &amp; TIME :</p> <p>TOPIC: Impactful Safety Walks</p> <p>SUITABLE FOR: Managers, Head office employees, Head &amp; Executive Chefs</p>	<p>DATE &amp; TIME :</p> <p>TOPIC: Hazard Spotting</p> <p>SUITABLE FOR: All</p>
OCTOBER	NOVEMBER	DECEMBER	JANUARY
<p>DATE &amp; TIME :</p> <p>TOPIC: Reducing cut injuries</p> <p>SUITABLE FOR: All</p>	<p>DATE &amp; TIME :</p> <p>TOPIC: Effective Manual Handling Safety</p> <p>SUITABLE FOR: All</p>	<p>DATE &amp; TIME : 15<sup>th</sup> December 4:00pm</p> <p>TOPIC: Chemical Safety</p> <p>SUITABLE FOR: All</p>	<p>DATE &amp; TIME :</p> <p>TOPIC: Fire Safety</p> <p>SUITABLE FOR: All</p>





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WE LOOK OUT FOR EACH OTHER

THANK YOU



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