



see



Care



Share

Monthly HSE
Review
May

2026

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see CARE share BRAND



see



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WE LOOK OUT FOR EACH OTHER

CH
&CO

TRIFR & MFSIR –P7



P7	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	3	1	2	0	0
MFSIR	0	0	0	0	0
FSIR (FB+MFSIR)	6	1	0	4	1

TRIFR (Total Recordable Incident Frequency Rate) – Lost Time Incidents', Medical Treatment Cases, Restricted Work Days, 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

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CH&CO HSE KPI Dashboard (YTD)

	YTD CH&CO	YTD Target	EOY Target	G&G	G&G ROI	Vacherin	C of C
TRIFR	38	34.5	59	15	6	12	5
MFSIR	4	23	7	1	1	1	1
Safety Walks	657	840	1440	422	83	111	41
Hazard Obs	616			538	53	22	8



MFSIR

Positive - Low incident frequency maintained, but procedural discipline remains a priority.

- Allergen incidents remain low; however, the 4 substantiated allergen incidents YTD highlight vulnerability where procedures and training are not consistently followed.
- Communication failures and incorrect advice remain the primary risk factors rather than system gaps alone.
- Allergen Champion programme is in place and needs further strengthening to ensure competence and confidence at site level.

Focus:

Consistent board message that training, allergen controls and accurate information are non-negotiable at every unit.

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Safety Walks

Negative - increase in walks from start of FY25/26 >100 per period from P3-P6 but still lagging due to lower numbers P1-3. Inconsistent across regions and senior leadership visibility remains low

- Safety walk activity remains steady across CH&CO, demonstrating good but patchy engagement at unit and regional levels.
- Executive participation remains disproportionately low and is not yet setting the expected tone from the top.
- Increased visible executive leadership is required to reinforce accountability and culture.

Focus:

Recommit to executive safety walk targets and continue to cascade safety walk number expectations across all brands and levels.

TRIFR

Positive - *While the absolute number of incidents is higher than the YTD target, increased hours worked mean the TRIFR rate remains within target.

- Hazard and near-miss reporting continues to rise, indicating improving safety awareness and reporting culture but is patchy at unit and regional levels.
- Sustained focus on hazard identification and timely corrective action is expected to support a reduction in accidents over subsequent periods.

Focus:

Consistent leadership messaging that increased reporting is a positive indicator; disciplined reporting leads to increased awareness and is essential to reduce accidents.



Vacherin HSE Dashboard



TRIFR - Vacherin YTD 29th April

LTI	9
RIDDOR	4
Total Recordable Incidents	11
Reported Injuries	45
Hazard Observations	22
Near Misses	23
In Unit AAI	1
EHO Inspections	18

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Accidents, LTI & RIDDOR - April



TRIFR

- **Burn/slip, trip, fall** – Colleague was walking upstairs carrying a pot of coffee in each hand. She missed placed her step and fell. They spilt hot coffee on their left arm. Onsite first aid was provided.
- **Burn** – Colleague burnt themselves on a hot lamp whilst cleaning.
- **Struck my moving object** – Colleague opened a fridge door, and a glass bottle fell and landed on their foot causing slight swelling around their ankle.
- **Cut** – Customer cut one of their fingers on a chair with a sharp edge
- **Seizures** – In two separate occasions this month we have had reports where colleagues collapsed due to seizures. Both resulted in a loss of consciousness. One of which result in a hospital visit the other suffered a cut to the head when they fell.



Hazard Observations and Near Misses YTD



Hazard Observations

- Trolleys blocking walkway
- *Shelf fell on a colleague's head.*

Near Misses

- *Team member leaned forward quickly and bumped his head on the coffee machine*
- Faulty thermostat on a deep fat fryer causing it to catch fire.
- Parchment paper was left in the panini machine after use whilst machine still on.
- Allergen near miss, the dish cards for two soups displayed during service had the incorrect product information. One item was sold, before our team was made aware of the error.

AIR3 REPORT A HAZARD OR NEAR MISS
ALL INCIDENT REPORTING SYSTEM

SO WE CAN ALL NOW DO OUR BIT AND LOOK OUT FOR EACH OTHER TO PREVENT INCIDENTS BEFORE THEY HAPPEN BY REPORTING A HAZARD OBSERVATION OR NEAR MISS. REMEMBER IF YOU CAN SAFELY REMOVE A HAZARD THEN PLEASE DO SO.

COMPLETING A HAZARD OBSERVATION OR NEAR MISS REPORT COULDN'T BE EASIER. YOU CAN NOW JUST SCAN THE BELOW QR CODE AND COMPLETE THE FORM USING YOUR UNIT INFORMATION WHICH IS SUPPLIED BELOW TO ENSURE YOUR UNIT MANAGER IS INFORMED OF THE HAZARD OR NEAR MISS

Use when you have spotted a hazard which may lead to an incident or injury

REPORT A HAZARD OBSERVATION OR NEAR MISS SCAN THE QR CODE ADJACENT:

Use when there is a near miss incident that could or resulted in an injury

Unit Number	
Unit Manager Name	
Unit Manager Phone No.	
Unit Manager Email	

HS.G.041.01

Hazard vs Near Misses



The Key Differences

Hazard

A **hazard** is a **potential source of harm**.

It is any condition, activity, or situation that *could* cause injury, illness, damage, or loss if not controlled.

Examples:

- A wet floor with no warning sign
- Exposed electrical wiring
- Working at height without guardrails

A hazard **exists before anything goes wrong**.

Near Miss

A **near miss** is an **unplanned event that did not cause harm but had the potential to do so**.

It is an incident where something almost went wrong.

Examples:

- Someone slips on the wet floor but doesn't fall
- A tool falls from height but lands close to a worker
- A machine stops just before causing injury

A near miss **indicates that a hazard has already led to an incident**, even though no harm occurred.

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“According to the ratio used in the Heinrich accident triangle, our Hazard and Near Miss reporting should be much higher to reduce the number of minor and serious injuries”

Lesson Learnt – Burn by hot liquid & slip trip



What happened?

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 Can we do 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

Assess the risk
with any unfamiliar action.

- Ask yourself “Is this the safest way to do this?”
- If in doubt, check the HSE website or reach out to the HSE team for advice.

Alleged Food Poisonings (AFP) - APRIL

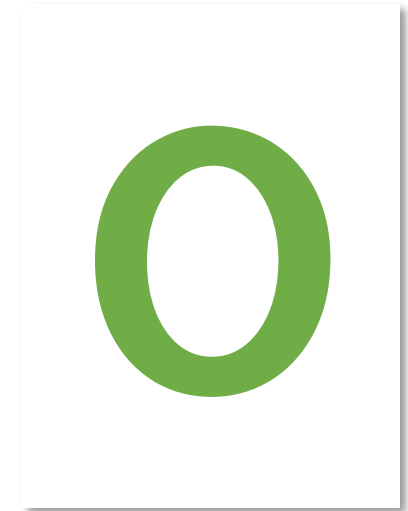


MFSIR

More Great news! In the month of April we recorded **ZERO** AFP's.

To help maintain this excellent score throughout the year please make sure that we **Check** and **Record** the temperatures for each Critical Control Point - *Delivery, Storage, Heating, Cooling and Service for both **HOT** and **COLD** foods.*

Accurate records prevent illness & substantiated cases.



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Alleged Allergen Incidents (AAI) - April

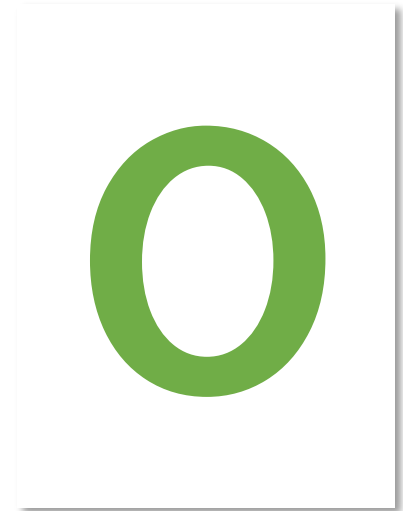


MFSIR

In the month of April we did not log any new AAI's.

This maintains our total for the year at 1 across

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Allergen Awareness

We need to ensure that our onsite Allergen Processes are ACCURATE and EASILY ACCESIBLE. So, what does this mean?



Step One

We legally only need to produce an accurate Allergen Matrix. This Matrix needs to be completed daily by our chefs for all in unit produce foods. The matrix then needs to be checked by another member of management or responsible colleague. **Before each service.**

For all of the brought in goods on rotation; pastries, sandwiches, cookies, cereal etc we need to make sure that we check these when conducting the **monthly Allergen Compliance audit.**

Extra Step

If we decide to provide station menus, calling out the UK's 14 allergens, whether we display using paper, card or digitally, we need to understand that a secondary check needs to be made to ensure that the information on the menus matches the matrix. **Before each service.**

2nd Extra Step

If we then decide to display small dish cards closer to the product to help with customer selection and we decide to list the UK's 14 Allergens this is also an additional item that needs to be checked daily against the matrix. **Before each service.**

3rd Extra Step

If we then decide to list the MC ingredients **(not advised)** to our menus and / or dish card's then another additional check needs to be made to ensure the information also needs to be match the matrix. **Before each service.**

Top Tips

- Keep the product packaging normally discarded during food preparation to help build accurate daily records
- Check each others matrix's, two sets of eyes are better than one, three sets is better than two.
- Group products into categories or what is displayed on separate counters to help customers find the products they are looking for
- Minimize the number of sheets in the allergen folder to what is actually on display during a service. File matrix's that have no products on display.
- Items in their original packaging already have allergen information on them and do not need to be listed on a matrix
- We only need to list composed dishes, so on salad bars there is no need to list uncomposed items like tomatoes, cucumber, sweet corn etc

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Allergen Awareness



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See, Care, Share – Monthly Update



This months SCS update

- In the May edition of the See Care Share Update, we have a key updates and awareness points on Workplace Violence following an increase in incidents and a reminder to ensure all teams are trained on the relevant safety task cards.
- Our take home safety this month is linked to Mental Health Awareness Week and we are giving you small actions to take to improve yourself. So please share and encourage your teams to get involved and share with their family, friends and loved ones.

SEE CARE SHARE SAFETY UPDATE

COMPASS UK & IRELAND HSE MAY 2026

MONTHLY SAFETY FOCUS

WORKPLACE VIOLENCE

Across all our service sectors we are seeing an increase in the number of incidents reported which are related to aggression and violence towards our employees. This is clearly unacceptable, and we must ensure that both the physical safety and mental wellbeing of our teams is a priority. To support with this is essential that all of these type of incidents are reported on AIRS.

What is Workplace related violence? The Health and Safety Executive (HSE) and the Health and Safety Authority (HSA) define work-related violence as:

"Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work." This includes verbal abuse or threats which are either face to face, via the telephone, online or physical, from members of the public, customers, clients or patients.

What are the consequences of work-related violence? The consequences of violence in the workplace are far-reaching. Direct effects include physical injuries and psychological trauma to the individuals involved. Indirectly, there can be a significant impact on employee well being, with an increased risk of absenteeism and reduced productivity.

To support you and your teams in managing the risk associated with work related violence we have the **ES15 Violence at Work Risk Assessment**. It is vital that this has been completed by the Unit Manager and is part of the unit's WSMS folder. There are also **two Safety Task Cards, STCSSI 24 & 25**, that must be used to train teams. Please visit the WSMS page on the [HSE website](#) to download these. Some sectors may have additional specific training in dealing with this, so please check with your sector HSE Team.

SAFETY SHARES

New Mini Safety Shares will feature in this section of the monthly update. These will be company or general safety related shares to help focus us on particular safety focuses and lessons learned throughout the month. To start our new article we are going to look at the incidents in the last 30 days and pull out 3 lessons learned and share 3 quick wins.

Sharp control beats luck

Glassware & crockery: Don't twist stuck glasses; segregate broken items immediately.

Quick Win! Regular reminders on: "Open cans safely by removing entire lid" + "Don't twist glass" + "Don't catch falling objects"

Treat hot liquids, steam & hot surfaces as a hazard

Use full-length gloves, only use heat proof items in ovens and microwaves, and keep traffic clear around hot stations.

Quick Win! Routine management checks on: "safe handling of hot trays, steam release and protective equipment use"

Control the basics of slips, trips & falls

Spill → Sign → Separate → Solve immediate cord and visible wet-floor signage; always mop dry and then remove signage.

Quick Win! Daily "3-by-3" check on three highest-traffic routes (floor dry, no defects and no obstacles).

TAKE HOME SAFETY

MENTAL HEALTH AWARENESS WEEK 11-17 MAY

This Mental Health Awareness Week's theme is about people taking action to support good mental health. Even small actions can help us feel hopeful and less powerless. And while our individual actions matter, when we come together we are even more powerful.

While raising awareness is vital, real change comes when we take action too. Challenge yourself to take action this Mental Health Awareness Week. Visit the [podcast](#) for more information from the You Matter Network.

Small Actions To Take

Take 10 minutes for yourself

Stop, step away, breathe, & get outside—small pauses can reset your mind.

Check in with someone

A quick message or conversation can make a real difference to both of you.

Do one thing that boosts you

Move, rest, or do something you enjoy—choose what works for you.

SAFETY IN NUMBERS – APRIL 2026

Safety Incidents

Total Reportable Incidents (RIDDOR) 20

Food Incidents

Substantiated Allergen Incidents 6

Top 3 Incidents by Type

1. Slip, Trip, Fall (10)

2. Foreign Bodies (10)

3. Burns or Scalds (10)

SCAN HERE TO VISIT THE HSE WEBSITE

WE LOOK OUT FOR EACH OTHER

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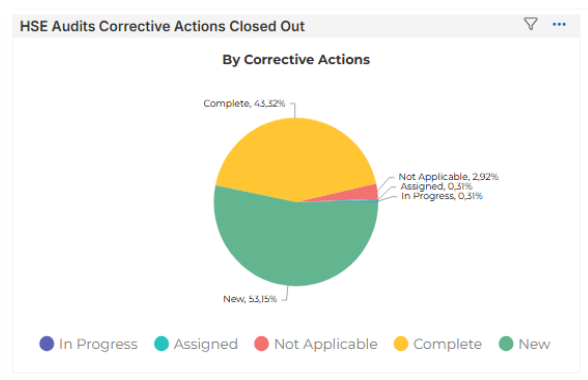
**Monthly update to be displayed on our communications notice boards*

Vacherin = 81.97% +0.82%



Most Common NEOC

1. Q93. Has the Climate NET Zero Toolkit been fully completed for the site within 6 months of issue/contract start date and has it been reviewed annually?
2. Q70. An HSE Meeting is held at least every 6 months
3. Q94. Has the site recorded food waste in Kg on The Source/ Origami?
4. Q84. Agency and temporary employees receive site specific safety induction prior to starting work
5. Q4. The FSMS has been briefed out to all catering colleagues working in the unit and recorded on the Food Safety Training Matrix form



Most Common SEOC

1. Q36. Allergen Information is either are printed and available for customers to easily retrieve, available on the in unit tablet or via a QR Code which is easily accessible for customers and contains accurate allergen information regarding all menu items. Customer allergen notice is displayed in the unit advising of the correct way to retrieve allergen information.
2. Q23. The unit have minimised the use of glass products within the kitchen and are aware of and follow the glass breakage policy
3. Q56. Chemical Safety Task Cards are displayed in relevant locations where the chemicals are used.
4. Q16. All in unit made foods are suitably labelled using the relevant food storage label
5. Q79. Have Manual Handling Activities been identified and Task Specific Manual Handling Assessments been put in place for high risk activates and communicated to relevant team members?

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

[HSE AUDIT VACHERIN COPY](#)

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Audit Trends this Month



Whilst visiting site a common occurrence is the misunderstanding of our Essential Risk Assessments. This mainly occurs with the following RA's

- Floor Safety RA
- Manual Handling RA
- PPE RA
- Chemical Product Inventory
- Work Equipment Register

I would like you all to be aware that these Risk Assessments affect other assessments, based on the annotations that we make to them. For instance, if we have listed a floor that falls into the red category then we need **ALL colleagues who COULD walk on that floor** to be issued with nonslip safety shoes and record this as required in the PPE RA. **All floors that colleagues COULD walk on during their day need to be included** (stairs, toilets, corridors, loading bays etc).

With the COSHH inventory, we need to review all the Chemical Product Assessments **to see which PPE we need to issue to our colleagues**. Whatever is requested by the CPA, **MUST** be worn whilst handling chemicals, so must also be listed in the PPE RA.

With manual handling it is common for me to find two forms filled in at a site with no listing of the all tasks carried out on site. There is also no evidence that tasks have been run through the flow charts to determine which manual handling task require a form. It may be that we need multiple forms to cover the manual handling activities complete on site, **not just one for lift and one for pushing and pulling**.

If we have said that people are lifting a maximum of 20kg whilst lifting then the pushing and pulling cannot be a maximum of just 20kg. We need to list the maximum weight of the whole cage / trolley (1 litre of water is 1kg). It is also important to realise that if we have said that people are pushing and pulling heavy weights especially with roll pallet cages, we would need to issue colleagues with reinforced toed, non-slip shoes and have this recorded on the PPE RA. Finally, any weights over 25kg need to be recorded as a two-person lift.

Leadership Safety Walks – 29th April



CH&CO TOTAL	703
VACHERIN	112
IN UNIT	88
REGIONAL OPS	24

When signing in;

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



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.

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Leadership Walk's HSE Conversation – Chemical Safety



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WHAT YOU NEED TO KNOW - Compass Guidance

Cleaning Chemicals – Safety Essentials

- Cleaning chemicals can cause serious injury to eyes, skin, or lungs if misused.
- Always use the **correct chemical** for the task—check Task Cards or the Cleaning Schedule and ask your manager if unsure.
- Task Cards explain:
 - Correct use
 - Required PPE
 - How to dispense and dilute
- **Wear PPE** (e.g. gloves, goggles) when handling chemicals, especially concentrates.
- Always add **water before chemical** when diluting.
- **Never mix chemicals**—this can create toxic fumes or explosions.
- Do **not decant chemicals** into unmarked or incorrect containers.
- Secure lids tightly and store chemicals safely after use.
- If contact occurs, **rinse immediately with cold water** and report to your manager.

Messages for Colleagues

Be Mindful

Take your time and be careful when dispensing chemicals; this will reduce the chance of splashes or spillages, which could result in skin coming into contact with concentrated chemicals.

- Ensure that your PPE is correctly fitted, even when filling up just one bottle.

Speak Out

Let your supervisor or manager know if there are any defects to the dispenser or if PPE is missing

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



Leadership Walk's FS Conversation – Defrosting



If food is not thoroughly defrosted before cooking, heat will be used to thaw the food rather than cook it. There is a danger that a core temperature of +75°C, which is required to kill any harmful bacteria present, will not be achieved

- Freezing food does not kill harmful bacteria, but it will prevent growth. As the food begins to warm during thawing, bacteria begin to multiply slowly
- All food must be completely defrosted prior to cooking or reheating, unless the manufacturer's instructions indicate the food is to be cooked from frozen.
- Factors affecting defrosting times:
 - Defrosting times are faster if food is frozen and then defrosted in smaller portions.
 - Tight packaging, such as vacuum packaging or food wrap, has little effect on thawing times.
 - Food will thaw more quickly at ambient temperature. The main disadvantage is that, at higher temperatures, bacteria can multiply more freely and may reach unacceptable levels.

- It is recommended that all foods are defrosted slowly in a refrigerator (between 0°C and +5°C), ensuring all raw foods are placed at the bottom of the refrigerator, separated from ready to eat foods to avoid cross contamination**
- Place defrosting raw food items in a container or receptacle to ensure meltwater does not cross contaminate other foods
- Only defrost foods in a microwave if recommended by the manufacturers instructions using the defrost setting only. Ensure the food is spread evenly on the turntable and stir frequently.
- Cook and / or serve any defrosted item within its remaining shelf life**
- Do not re-freeze any defrosted foods

Food Safety Conversation No8: Defrosting FS: SC 008 02		
Key Learning	What You Need To Know	
If food is not thoroughly defrosted before cooking, heat will be used to thaw the food rather than cook it. There is a danger that a core temperature of +75°C, which is required to kill any harmful bacteria present, will not be achieved 	- Freezing food does not kill harmful bacteria but it will prevent growth. As the food begins to warm during thawing, bacteria begin to multiply slowly. - All food must be completely defrosted prior to cooking or reheating, unless the manufacturer's instructions indicate the food is to be cooked from frozen. - Factors affecting defrosting times: - Defrosting times are faster if food is frozen and then defrosted in smaller portions. - Loose wrapping, which traps an insulating layer of air, increases thawing time. - Foil wrap can reduce heat radiation and slows thawing time. - Tight packaging, such as vacuum packaging or food wrap, has little effect on thawing times. - Food will thaw more quickly at ambient temperature. The main disadvantage is that, at higher temperatures, bacteria can multiply more freely and may reach unacceptable levels. - It is recommended that all foods are defrosted slowly in a refrigerator (between 0°C and +5°C), ensuring all raw foods are placed at the bottom of the refrigerator, separated from ready to eat foods to avoid cross contamination - Place defrosting raw food items in a container or receptacle to ensure meltwater does not cross contaminate other foods - Only defrost foods in a microwave if recommended by the manufacturers instructions using the defrost setting only. Ensure the food is spread evenly on the turntable and stir frequently. - Defrosting food at room temperature is permissible if it is defrosted in a controlled environment which is free from sources of contamination. Do not use running cold water to speed up the process. - Cook and / or serve any defrosted within its remaining shelf life - Do not re-freeze any defrosted foods   	
HACCP Stages	Colleague Validation	More Information
- Preparation - Cooling & Re-heating - Food Service & Display	- What are the dangers of not thoroughly defrosting food before cooking it? - What factors can affect the time in which foods are defrosted? - How would you safely defrost food in a refrigerator? - How would you ensure food is properly defrosted in a microwave? - Can you re-freeze defrosted food?	More information can be found within the Good Hygiene Practice Guide No: 8 Defrosting and the HSE website

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HSE Team Monthly Hot Topic – Site Safety Information Pack



The Site Safety Information Pack ensures that all hazards, risks, and control measures identified for your unit or business operation— as detailed within your Essential Risk Assessments—are clearly communicated and understood by all relevant individuals. Its purpose is to ensure that:

- All individuals who may be affected by the identified hazards and risks are made fully aware of them.
- Specific information is provided regarding the required control measures and safety arrangements that must be followed to protect themselves and others.

Before delivering the pack:

Review all contents thoroughly, ensuring you understand every section.

Complete any unit-specific sections where required.

When delivering the training:

- The entire pack must be delivered in a single session. Work through each page methodically and do not divide the training across multiple sessions.
- Once the material has been fully understood, sign each individual's WSMS Training Card and file it securely for future reference.



For additional guidance:

- Refer to the completion guide within your Workplace Safety Management System (WSMS) Folder, which provides detailed instructions on delivering the Information Pack and training your team effectively.

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"It is a common occurrence for sites to miss the signing off of the Site Safety Information Pack by our colleagues"



My Learning @Vacherin



	Certified	Expired	In Progress	Not Certified	Grand Total	% Complete
Vacherin	3342	221		330	3893	86%
Allergen Awareness for Caterers	921	90		54	1065	86%
Allergen Awareness for Non-Caterers	29			40	69	42%
Compass Food Hygiene - Level 2	961	44		60	1065	90%
Compass Food Hygiene - Level 3	230	26		20	276	83%
Health and Safety at Compass	1083	16		65	1164	93%
Health and Safety for Managers	118	45		91	254	46%

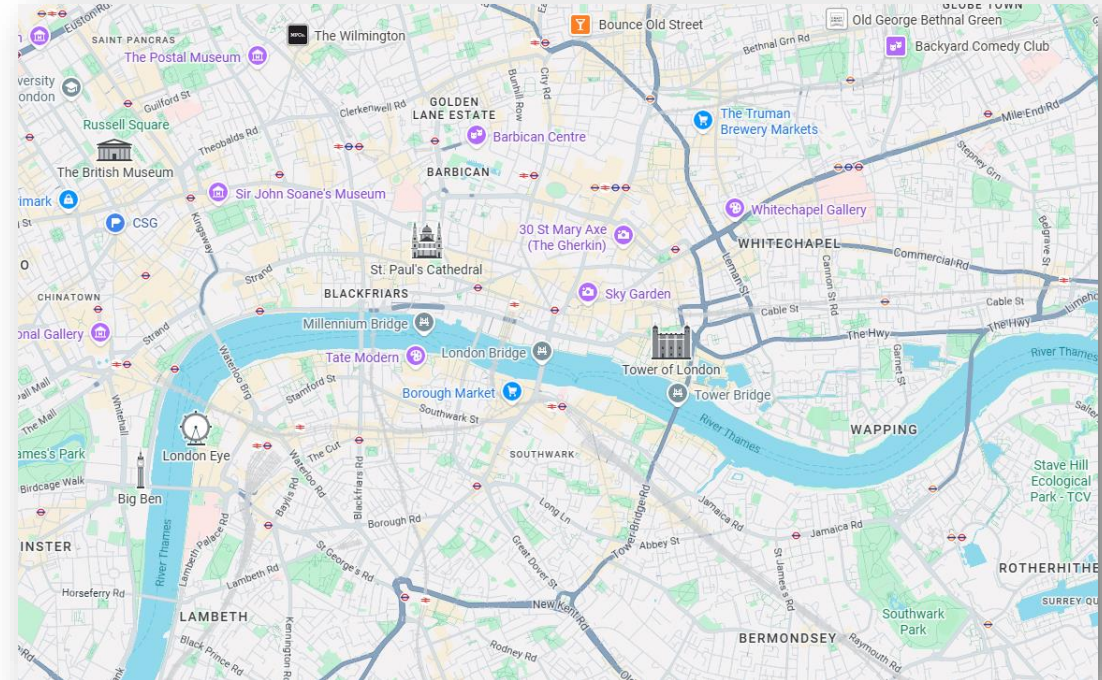
HSE Team Site Information



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



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Compass policy updates from April



Food Safety



[Food Safety Conversation Gluten Free and Allergen Free Foods](#) - Updated

[GHP 11 Food Service & Display](#) - Updated April 2026

- Please note if you have purchased this from Linney only page 2 needs to be downloaded and replaced since last update of November 2025.

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

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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/>

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