

SAFETY SIGNATURE



SEE, CARE, SHARE



FOOD SAFETY



HEALTH AND
SAFETY



ENVIRONMENT



TRAINING



HSE VALIDATION

SAFETY SIGNATURE

SEE, CARE, SHARE



SAFETY WALKS

EXPECTATION

Safety walks to be completed and recorded as an opportunity to walk our venues. To observe and interact with our team members working within their environment and to reaffirm good safety standards and behaviours.

DELIVERY

- Safety walks are conducted utilising the See, Care, Share walk guide for managers and recorded on the Origami Mobile Forms App, available to download from Play Store or App Store
- All above unit leaders must complete See, Care, Share leadership workshop booked via the L&D platform, log in and choose a suitable date for you to attend this in-person course – [link here](#)
- All general managers and heads of department must complete the See, Care, Share GM Virtual Session booked via the L&D platform, log in and choose a suitable date for you to attend this on-line course – [link here](#)
- See, Care, Share frontline coaching session to be delivered in venue by manager to their teams using the frontline coaching presentation from the See, Care, Share training page on the HSE website
- Venue teams must complete a minimum of 4 safety walks per month, two of which must be conducted by the General Manager/ Venue Director
- Above unit leaders must conduct and record safety walks monthly and provide feedback to department heads

SUPPORTING DOCUMENTS

[Guide to reporting safety leadership walks](#)

[Safety walk guide](#)

Compass HSE > Compliance > Training and Awareness > See, Care, Share

SEE, CARE, SHARE

SAFETY WALKS

WELLBEING

ENGAGEMENT

FOOD SAFETY

HEALTH AND SAFETY

ENVIRONMENT

TRAINING

HSE VALIDATION

WELLBEING

EXPECTATION

Venues must have at least one Levy You Matter wellbeing ambassador and at least one certified mental health first aider.

Each venue should have outlined a quiet space for staff should they need some time out.

'You Matter' campaign to be visible in venue.

DELIVERY

- Levy You Matter ambassadors can sign up by email sending their, name, role, sector, email and contact number to diversity@compass-group.co.uk
- One member of the team to have completed their mental health first aid training
 - Email diversity@compass-group.co.uk to register interest for mental health first aid training
- You Matter ambassadors must promote wellbeing in the workplace this should include, sharing positive actions, wellbeing activities, photos, schemes and initiatives
- You Matter ambassadors must attend quarterly catch up
- You Matter collateral and posters must be displayed in team welfare areas
- A team wellbeing area or time out area in your venue is outlined and communicated to all team members should they need it
- "You Matter – Mental Wellbeing" training on the learning portal is to be completed by venue lead and venues you matter ambassador

SUPPORTING DOCUMENTS

[You Matter webpage and resources](#)

Compass Connect > My Learning > My Resources > You Matter

ENGAGEMENT

EXPECTATION

Venue management must ensure that See, Care, Share and safety behaviours are part of the culture with all front-line teams.

DELIVERY

- Ensure venue specific safety training is completed with all new contracted team members on their first day, as part of their induction. Use the site safety information pack on the workplace safety management system (WSMS), recording training on the WSMS training record card
- See, Care, Share monthly updates are posted on team notice board and communicated to the team
- Evidence of See, Care, Share behaviours as outlined in the workbook can be seen throughout the venue:
 - Be Mindful
 - Speak Out
 - Get Involved

SUPPORTING DOCUMENTS

Workplace safety management system – Site safety information

See, Care, Share monthly updates

Safety behaviour posters

SAFETY SIGNATURE

FOOD SAFETY



ALLERGENS



FOOD SAFETY
MANAGEMENT
SYSTEM



FOOD STORAGE

— SEE, CARE, SHARE

— FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

— HEALTH AND SAFETY

— ENVIRONMENT

— TRAINING

— HSE VALIDATION

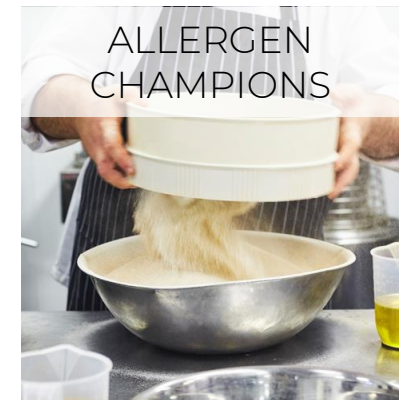
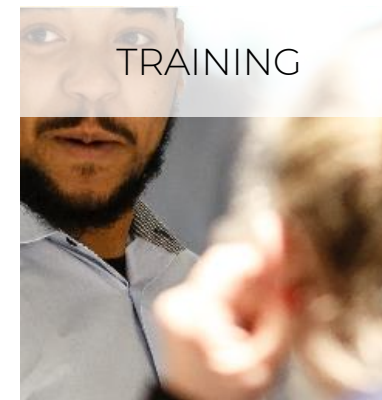
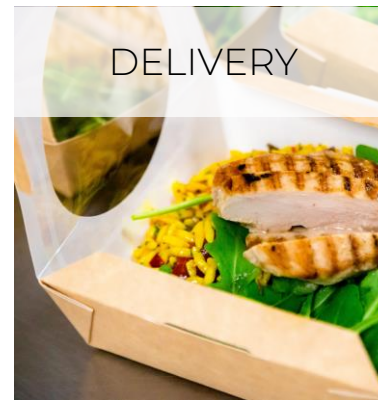
ALLERGENS

EXPECTATION

Allergen management must be in line with Food Information Regulations (FIR) and all food served to have accurate allergen information available.

All team members to be trained on allergen procedures and all supervisors and above to have completed allergen champion training.

DELIVERY



SUPPORTING DOCUMENTS

[Good hygiene practice guide 13](#)

[Good hygiene practice guide 21 \(Natasha's law\)](#)

[Allergens Awareness | Compass HSE \(mycompasshse.co.uk\)](#)

[Monthly allergy audit*](#)

[Allergen champion on duty poster](#)

[Allergen champion training](#)

[Allergen declaration*](#)

*Templates available on Levy Paperless in the Levy Signature supporting document folder

— SEE, CARE, SHARE

— FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

— HEALTH AND SAFETY

— ENVIRONMENT

— TRAINING

— HSE VALIDATION

ALLERGENS - PROCESS

EXPECTATION

Allergen management to be in line with Food Information Regulations (FIR) and all food served to have accurate allergen information available.

All team members to be trained on allergen procedures and all supervisors and above to have completed allergen champion training.

DELIVERY

- The good hygiene practice no. 13 should be followed. This good hygiene practice is part of the overall food safety management system and contains the information and guidance needed to meet the company standards and the legal expectations of the Food Information Regulations (FIR)
- Allergen logs are to be created using the Source or the manual allergen builder and the information is to be reviewed and updated monthly
- Where Pre-Packaged for Direct Sale (PPDS) products are offered then the good hygiene practice no. 21 should be followed and implemented as appropriate
- If nuts are to be used due to already agreed menus with clients, then you must ensure that the nuts are included on the menu description, e.g. Chocolate and hazelnut torte.

Click the below to expand on the other sections

PROCESS

DELIVERY

TRAINING

ALLERGEN CHAMPIONS

– SEE, CARE, SHARE

– FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

– HEALTH AND SAFETY

– ENVIRONMENT

– TRAINING

– HSE VALIDATION

ALLERGENS – DELIVERY

EXPECTATION

Allergen management to be in line with Food Information Regulations (FIR) and all food served to have accurate allergen information available.

All team members to be trained on allergen procedures and all supervisors and above to have completed allergen champion training.

DELIVERY

All areas to have:

- Customer facing accurate allergen logs covering all available menu items
- Clear signage regarding availability and location of allergen folders
- Allergen information printed or digital available at all service points or readily available on request
- All team members must ask guests if they have an allergy at point of ordering
- In a hospitality or conference seated event all guests with allergies or dietaries must be served first
- Use different coloured or designed plates for service of allergy or dietary meals
- Where Pre-Packaged for Direct Sale (PPDS) products are offered, then these should have the correct PPDS label applied with full ingredients and allergen information
- The Lead Chef and Manager must sign to confirm they have
 - Checked their menus are the same
 - Checked that they have an allergen log for all dishes on offer
 - Double checked the allergen logs are correct to the best of their knowledge

Click the below to expand on the other sections

PROCESS

DELIVERY

TRAINING

ALLERGEN CHAMPIONS

– SEE, CARE, SHARE

– FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

– HEALTH AND SAFETY

– ENVIRONMENT

– TRAINING

– HSE VALIDATION

ALLERGENS – TRAINING

EXPECTATION

Allergen management to be in line with Food Information Regulations (FIR) and all food served to have accurate allergen information available.

All team members to be trained on allergen procedures and all supervisors and above to have completed allergen champion training.

DELIVERY

- All team members to be trained using allergen food safety conversations as per the good hygiene practice guide 13 and allergen campaigns
- A record of all trained team members to be kept on site and be available for review*

* Templates available on Levy Paperless in the Levy Signature supporting document folder

Click the below to expand on the other sections

PROCESS

DELIVERY

TRAINING

ALLERGEN CHAMPIONS

– SEE, CARE, SHARE

– FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

– HEALTH AND SAFETY

– ENVIRONMENT

– TRAINING

– HSE VALIDATION

ALLERGENS – ALLERGEN CHAMPIONS

EXPECTATION

Allergen management to be in line with Food Information Regulations (FIR) and all food served to have accurate allergen information available.

All team members to be trained on allergen procedures and all supervisors and above to have completed allergen champion training.

DELIVERY

- Allergen champion training to be completed online and record of training should be kept in team members p-file
- The recommended number of allocated allergen champions required will depend on the number of guests at the event;
 - 1 – 100 guests – 1 allergen champion
 - 101 – 250 guests – 2 allergen champions
 - 251 – 500 guests - 3 allergen champions
 - 500 + guests – 1 additional allergen champion per 250
- Allergen champions should be allocated per area, restaurant or retail operation and clearly communicated using the allergen champion template, uniform or allergen champion badge

Click the below to expand on the other sections

PROCESS

DELIVERY

TRAINING

ALLERGEN CHAMPIONS

FOOD SAFETY MANAGEMENT SYSTEM

EXPECTATION

Food safety management system to be implemented across the venue with completed food safety records available.

DELIVERY

Hazard analysis records:

- Food flow chart and hazard analysis charts to be completed and reviewed annually. Hazard analysis posters to be displayed where applicable in the venue

Good hygiene practice guide:

- Applicable guides to be read and understood by management team and available for reference

Food safety records:

- To be completed in line with the hazard analysis records. All records to be retained for a period of six months
- Cleaning schedules to be made specific for each service area using the template provided within the food safety management system

Training:

- Food safety training to be completed for all food handlers using e-learning and food safety conversations. Refresher training on food safety management system is completed annually or following an update to the system. All training is recorded on the training matrix and available for review

SUPPORTING DOCUMENTS

Food safety management system

Compass HSE > Food Safety > Food Safety Management System

Food safety management system training matrix

– SEE, CARE, SHARE

– FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

– HEALTH AND SAFETY

– ENVIRONMENT

– TRAINING

– HSE VALIDATION

FOOD STORAGE

EXPECTATION

All stock to be stored in line with the food safety management system. All stock in date and labelled correctly.

DELIVERY



SUPPORTING DOCUMENTS

[Good hygiene practice guide 5](#)

[Good hygiene practice guide 6](#)

[Daily walk-in freezer checks](#)

— SEE, CARE, SHARE

— FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

— HEALTH AND SAFETY

— ENVIRONMENT

— TRAINING

— HSE VALIDATION

FOOD STORAGE - STORAGE

EXPECTATION

All stock to be stored in line with the food safety management system. All stock in date and labelled correctly.

DELIVERY

- Food to be stored off the floor and raw and ready-to-eat foods to be stored separately
- Temperature control should be maintained:
 - Chilled foods 0 to 5
 - Frozen foods -18 to -23
 - Ambient foods kept cool, dry and in well-ventilated conditions
- Temperature records to be completed for fridges (twice daily) and freezers (once daily)
- Daily walk-in freezer checks must be completed and documented
- Food storage areas to be kept clean, tidy and organised. Checks of areas to be conducted using the opening and closing checklist
- Food to be stored in food grade containers where decanted
- For temperature monitoring of your chilled goods, ensure you use a food simulant as per good hygiene practice guide 6

Click the below to expand on the other sections

STORAGE

LABELLING

STOCK MANAGEMENT

FOOD STORAGE - LABELLING

EXPECTATION

All stock to be stored in line with the food safety management system. All stock in date and labelled correctly.

DELIVERY

- Food to be labelled in line with good hygiene practice guides 5 and 6
- For best practice, date genie label machine can be purchased for use in each venue, these can be ordered via FoodBuy online from NCCO, manual food labels available to order from Linney my store
- Day of event food must be covered and dated

Click the below to expand on the other sections

STORAGE

LABELLING

STOCK MANAGEMENT

– SEE, CARE, SHARE

– FOOD SAFETY

ALLERGENS

FOOD SAFETY MANAGEMENT
SYSTEM

FOOD STORAGE

– HEALTH AND SAFETY

– ENVIRONMENT

– TRAINING

– HSE VALIDATION

FOOD STORAGE – STOCK MANAGEMENT

EXPECTATION

All stock to be stored in line with the food safety management system. All stock in date and labelled correctly.

DELIVERY

- HSE closing checklists to be in place and followed
- Where fridge/freezer breakdown occurs follow procedure in good hygiene practice guide 6

Click the below to expand on the other sections

STORAGE

LABELLING

STOCK MANAGEMENT

SAFETY SIGNATURE

HEALTH AND SAFETY



- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
 - MAINTENANCE
 - HSE MEETINGS
 - INCIDENT REPORTING
- ENVIRONMENT
- TRAINING
- HSE VALIDATION

MAINTENANCE

EXPECTATION

All equipment to be maintained in line with manufacturer guidance. Process to be in place to report any defects and any maintenance required.

DELIVERY

- Workplace premises statutory compliance declaration to be completed annually and signed off by the responsible person on each section
- A record of repairs and maintenance to be in place to record equipment faults and repairs required
- A robust follow up and escalation procedure is in place to ensure maintenance is completed
- Where there is a risk to personal safety and/or food safety, the issue must be escalated to your operations director. If in any doubt, contact a member of the HSE team for advice

SUPPORTING DOCUMENTS

Workplace premises statutory compliance declaration

Record of repairs and maintenance*

- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
- MAINTENANCE
- HSE MEETINGS
- INCIDENT REPORTING
- ENVIRONMENT
- TRAINING
- HSE VALIDATION

HSE MEETINGS

EXPECTATION

Health, Safety and Environment (HSE) meetings are to be held at minimum once every 6 months and are to be documented on company HSE meeting minutes template.

DELIVERY

- Meetings are to cover the standard agenda points as outlined on the meeting minutes template. The meeting should include team members at all levels of the business to ensure there is adequate representation
- Actions to be recorded following each meeting to ensure that these are completed within a suitable timeline
- Minutes are to be completed following each meeting and communicated to the team

SUPPORTING DOCUMENTS

[HSE meeting minutes template*](#)

- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
- MAINTENANCE
- HSE MEETINGS
- INCIDENT REPORTING
- ENVIRONMENT
- TRAINING
- HSE VALIDATION

INCIDENT REPORTING

EXPECTATION

All safety (food, health and safety and environmental) incidents are to be reported in line with legal requirements using the All Incident Reporting system (AIR3).

DELIVERY

- AIR3 is accessible via Compass connect
- All incidents that result in an injury must complete an AIR3 online unit incident review, as per the AIR3 confirmation email
- A full Incident Investigation Pack (IIP) with all supporting evidence must be uploaded
- All incidents should be reported within 24 hours
- All IIP's should be submitted within 7 days
- A Work Adjustment Risk Assessment must be completed with any team member as soon as you are made aware of an injury or illness that may affect the individual's ability to perform their role.

SUPPORTING DOCUMENTS

[Incident Investigation Pack \(IIP\) *](#)
[Alleged Food Allergy Reporting Form](#)
[Alleged Food Poisoning Reporting Form](#)
[Alleged Foreign Body Reporting Form](#)
[AIR3 user guide](#)
[AIR3 submit a new incident](#)
[Work Adjustment Risk Assessment](#)

* Templates available on Levy Paperless in the Levy Signature supporting document folder

SAFETY SIGNATURE ENVIRONMENT



NET ZERO



FOOD WASTE
MANAGEMENT

- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
- ENVIRONMENT
- NET ZERO
- FOOD WASTE MANAGEMENT
- TRAINING
- HSE VALIDATION

NET ZERO

EXPECTATION

Ensure all team members are aware of Levy UK + I commitment to the planet and future generations.

Venues are actively following the priorities of our climate promise and proactively looking for ways to implement more sustainable practices.

DELIVERY

Net Zero toolkit:

- All modules to be completed and kept up to date
- All team members must be aware of your objectives
- Ensure you regularly review your objectives and sign off on any that have been completed
- An annual review must be conducted
- Venues work closely with their clients on delivering the Levy cares charter and have a joined-up partnership approach to deliver legendary experiences
- Evidence of a joined-up partnership approach on delivering should be in place
- Share sustainable practices with Levy communication and marketing team

SUPPORTING DOCUMENTS

If you require support with completing your Climate Net Zero Toolkit, please contact your HSE Manager or ourclimatepromise@compass-group.co.uk

[Example of partnership approach](#)

[Examples of sustainable practices](#)

[Home: Net Zero Hub - Climate Toolkit \(mylearningatcompass.co.uk\)](https://mylearningatcompass.co.uk)

- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
- ENVIRONMENT

NET ZERO

FOOD WASTE MANAGEMENT

- TRAINING
- HSE VALIDATION

FOOD WASTE MANAGEMENT

EXPECTATION

Be proactive in controlling ordering, storage and production to manage food waste.

DELIVERY

Culinary food waste management signature

SUPPORTING DOCUMENTS

Home: Waste - Food Waste (mylearningatcompass.co.uk)

SAFETY SIGNATURE TRAINING



BUILT:

Levy

- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
- ENVIRONMENT
- TRAINING
- HSE VALIDATION

TRAINING

TRAINING

EXPECTATION

Safety briefings are to be conducted and recorded each day that you have team members on site.

Safety conversations to be delivered to all team members throughout the year and recorded.

All team members to have a record of training in place which includes all mandatory and unit specific training.

DELIVERY

Safety briefings:

All team members are to be briefed on the following safety procedures;

- Food hygiene
- Manual handling
- Slips, trips and falls
- Fire and emergency
- Allergens
- Site specific hazards

Safety conversations:*

- Safety conversations to be delivered monthly to all contracted team members in line with the monthly See, Care, Share update
- Sign off to be available for review
- Safety conversation can also be used as refreshers where incidents have occurred

Training records:

- Training records to be in place for team members and training must be recorded and be held with personnel files
- Risk assessment training to be completed with all team members and reviewed every three years as per the workplace safety management system

SUPPORTING DOCUMENTS

Team member briefing document
Workplace Safety Management System

Safety Conversations
Monthly See Care Share Update | Compass HSE
(mycompasshse.co.uk)

* Templates available on Levy Paperless in the Levy Signature supporting document folder

SAFETY SIGNATURE HSE VALIDATION



- SEE, CARE, SHARE
- FOOD SAFETY
- HEALTH AND SAFETY
- ENVIRONMENT
- TRAINING
- HSE VALIDATION

HSE VALIDATION

HSE VALIDATION

EXPECTATION

To ensure we are compliant with our internal auditing framework to help control our processes in order to achieve our objectives, including customer satisfaction, regulatory compliance and continual improvement.

DELIVERY

- Completion of the HSE Quarterly Record covering four key areas: Health and Safety, Food Safety, Environment, and Quality
- Completion of an annual food service audit via AIR3 each year and closing out of any actions raised within the 28 day timescale
- Where an internal or external audit is conducted on your venue, you must ensure that any actions raised are closed out with 28 days of the date of the audit