

Vending

Good Hygiene
Practice Guide No: 27



Document name	GHP Guide – Vending	Document number	FS.GHP.027.01
Document owner	Food Safety	Date of issue	March 2026
Classification	Internal use	Issue number	01



Legal Requirements

This Good Hygiene Practice Guide defines the mandatory controls and day-to-day practices to help to ensure food and drink vended or dispensed is safe, legal and of acceptable quality, in line with the UK food safety and hygiene, food standards and labelling regulatory framework.

Food Business Registration

Compass catering facilities will be registered with their aligned Local Authority 28 days prior to trading. Where an existing catering facility undergoes any significant changes, for example the introduction of a significant new vending offer, the aligned Local Authority must be contacted by the Unit Manager and updated on these changes. This contact may result in a visit from a Local Authority representative to review any new vending arrangements, and the undertaking of a Food Hygiene Inspection.

Scope

This Good Hygiene Practice Guide applies to all existing and new Compass vending offers operating on any Compass sites, and also applies any storage facilities, and colleagues involved in delivering vending services. Where vending is in place, the good hygiene practices and critical controls detailed in the established Compass Group UK&I Food Safety Management System, to include personal hygiene principles, must be referenced and applied at all stages, from supply, receipt, handling and preparation and through to storage, replenishment, merchandising, display and vend.

Current Compass vending offers fall into 5 distinct categories:

- 1. Non-attended vending of ambient products**
 - Crisps, confectionery, canned drinks, snacks, etc.
- 2. Non-attended vending of temperature-controlled, ready-to-eat products-**
 - Sandwiches, wraps, pasties, etc.
- 3. Non-attended vending of re-generation food products**
 - Chilled and / or frozen foods
- 4. Hot & cold beverage machines**
 - Coffee, tea, water, hot and / or cold drinks
- 5. Standalone self-service micro-markets**
 - Small, unattended retail spaces offering a mix of vending categories

HACCP Based Food Safety Management

For any food or drink products offered through vending machines and operations, the established HACCP process flow steps and HACCP records must be applied with Compass Food Safety Management Systems HACCP templates utilised, in addition to good hygiene practices. Where any hazards (microbiological, chemical, physical or allergens), are identified outside of the established HACCP Food Safety Hazard Analysis Records, please contact your HSE sector lead for further support.



Supplier assurance and traceability

Approved suppliers

All food products to be prepared for display and sale in vending machines, can only be procured through Compass approved supply chains, to ensure supply chain integrity and full traceability.

Product withdrawal / recall

Where a product withdrawal or recall is communicated to any sector or unit. A full review of products held in vending machines must be undertaken, to ensure any products subject to a withdrawal or recall have been identified and removed from sale, in line with any instructions detailed in the withdrawal or recall communication.

Premises Design and Layout

Building structure

The location of vending machines, for example vending premises and vending rooms, should be designed to minimise the potential contact from airborne and / or any other sources of potential contamination, to include physical, chemical and biological. Vending machine locations, where possible, should be designed to prevent pest ingress and harbourage and facilitate effective cleaning, to include locations that allow for cleaning around, underneath and behind vending machines. Vending room location surfaces, lighting, ventilation, drainage, and arrangement for storage for chemicals, should be adequate to support food safety and hygiene requirements.

Vending machine siting

Vending machines should be sited in clean, well-lit, low-pest-risk areas, with areas adjacent to toilets, external doors, or in direct sunlight avoided where it is possible to do so.

Welfare facilities

For any vending machine locations, for example remote locations, ensure there is adequate access to toilets, hand-wash facilities supplied with hot and cold or suitably mixed hot and cold water, Compass approved hand wash soap and hygienic hand drying facilities, accessible to any colleagues with responsibilities for re-filling and merchandising vending machines.

Food delivery and receipt

Delivery and storage

Food products to support vending operations must be held in storage areas that are designed and maintained to prevent harmful deterioration and to protect food from contamination. Products delivered for vending must be free from damage and / or any contamination. Foods need to be within the relevant acceptable temperature range (frozen foods: between -18°C and - 23°C, chilled foods: below +5°C). Chilled foods delivered warmer than +8°C should be rejected, frozen foods delivered warmer than -15°C should also be rejected. Once deliveries are satisfactorily received, with any sector specific criteria confirmed, they must be stored hygienically, in storage facilities designed to prevent the risk of contamination as outlined in the established procedures detailed in the Delivery & Storage Good Hygiene Practice Guide No: 6.



Allergen management

Prepacked foods

Accurate and up-to-date allergen information must be available to the consumer at point of selection and purchase, for any products merchandised and offered for sale in vending machines.

a) In unit made food

- Where in unit made food (e.g. sandwiches) are sold through an unmanned vending machine situated away from the main kitchen each product must be suitably labelled with a Pre-packed for Direct Sale (PPDS) compliant label, with the relevant information, to include, food description, ingredients list, calories and any allergens listed on the food product label
- The label must be suitably placed on the food to enable to customer to easily read the information listed
- For non-PPDS foods, a fixed notice, QR code or digital display identifying the allergens for each food item sold in the vending machine must be accessible at the point of selection and purchase at the vending machine to ensure customers can access, read and understand the information provided to allow for an informed food choice to be made
- This information notice must be checked daily for accuracy as part of the machine replenishment
- All customer facing allergy information notices should direct customers to speak to a member of the Compass team, should they require any further information on food products and ingredient, to include allergens
- Where vending machines are located remotely, and / or unattended a Compass contact number should be provided

b) Retail ready items only

- There is no legal requirement to provide additional allergen information on the vending machine as the manufacturers of each retail product will have the listed the requisite food information on the product packaging, to include any allergen information
- Good practice should be to have an allergen report available within the unit for all retail items sold within a remote vending machine should a customer require additional information prior to purchasing a product

c) Hot drinks

- Hot drinks sold in vending machines should have a notice displayed upon the side of the machine indicating any allergens contained within the drink powders or syrups used in making the drink, e.g. traces of nuts in the coco powder for a hot chocolate drink. Alternatively, customer visibility of requisite allergen information should be made available through digital vending machine screens or QR codes
- Any allergen notices and / or digital screen must be kept up to date should there be any changes to any drink's mixes used and / or added
- The notice and / or digital screens, QR codes should be displayed and accessible in a prominent conspicuous location to enable customers to see and read the notice and / or digital screen, QR code prior to product selection and purchase



Labelling - bought in food

Bought in, pre-packaged foods, foods to be regenerated in a vending machine, or retail ready food items will have been fully labelled by the manufacturer. These products must only be purchased from Compass approved suppliers. Shelf-life dates and durability codes must not be changed or altered.

Labelling - pre-packed in unit made food

Food made and pre-packaged on site e.g. sandwiches, wraps, yoghurt pots, and intended to be sold at the same unit is called Pre-Packaged for Direct Sale (PPDS) and labelling requirements are covered in GHP 21: Natasha's Law. This also includes pre-packaged food made in a unit and intended to be taken home for consumption. This is a legal requirement in UK & NI and shall be adopted by ROI as best practice. The food label must include, the name of the food, storage conditions, the shelf-life expiry date, any nutritional claim made, a full ingredient list and allergen information. It is illegal to sell food without the appropriate and full label.

Labelling – in-unit made product sold at another location

If food is made in your unit but then sold at another location or outside of your immediate catering operation e.g. vending, then the following label information must be applied:

- The name and address of the food business
- An accurate description of the food product
- The consumption and storage detail e.g. consume within 2 hours, if not consumed within 2 hours keep refrigerated
- The shelf-life expiry date
- A list of all ingredients
- Full allergen listing, with allergens highlighted in bold text
- Precautionary allergen statement
- Any nutritional information

Shelf-life

For food products merchandised in vending machines the shelf-life requirement set out in the in-unit made and bought in shelf-life posters must be adhered to and applied, in addition to the requirements set-out in Good Hygiene Practice Guide No: 5 - Food Labelling & Shelf Life. For any durability and shelf-life examples that fall outside of the Food Labelling & Shelf-life Good Hygiene Practice Guide, contact your HSE sector lead for further advice and guidance.

Replenishment and merchandising

Colleagues responsible for the replenishment of vending machines should be free from illnesses that could be transmitted through food. All food handlers and colleagues working in food handling areas suffering from symptoms of nausea, stomach cramps, vomiting or diarrhoea must be excluded from working with or around open food, and not return until 48 hours symptom free. Colleagues must complete and sign the return-to-work form with their line manager before commencing food handling duties, in line with the requirements of Good Hygiene Practice Guide No: 2 – Personal hygiene.



Vending machine cleaning

All vending machines must be subject to planned cleaning, externally, internally and any ancillary elements, to include nozzles, inlet pipes and waste buckets, to ensure food is stored and vended in a clean and hygienic. Due to the scope of vending machine models and technical complexity, cleaning activities must be completed in accordance with the frequencies and cleaning methodologies detailed in each respective vending machine manufacturers technical manual. It is also important to ensure any cleaning chemicals used to clean vending machines are approved, as non-approved chemicals may damage equipment and impact on vending machine and ancillary equipment warranties.

Drainage

Drainage facilities that support the use of vending operations and vending machines must be adequate for the purpose intended. They must be designed and constructed to avoid the risk of contamination. Where drainage channels are fully or partially open, they are to be so designed as to ensure that waste does not flow from a contaminated area towards or into a clean area, in particular an area where foods likely to present a high risk to the final consumer are handled. It is the responsibility of the vending machine installer and client, to ensure drainage facilities are adequate.

Water quality

For vending machines, there must be an adequate supply of potable water, that is free from any micro-organisms and parasites, or any other substances that would constitute a potential danger to human health, for example a mains water supply. Subject to where non-potable water is used, for example for fire control, steam production, refrigeration and other similar purposes, it is to circulate in a separate duly identified system. Non-potable water is not to connect with, or allow reflux into, potable water systems. Any water used to produce ice for vending machines, for use in drinks or food, must be made from potable water. Any steam used that directly comes into contact with food is not to contain any substance that presents a hazard to health or is likely to contaminate the food.

Water systems

Where the client is responsible for water systems that feeds / supplies vending machines, either directly or indirectly, all water monitoring and sampling schedules, and water sampling results must be provided to Compass in hard copy and / or digitally and referenced in the Work Premises Statutory Compliance Declaration.

Water sampling

As part of any client water hygiene programme, evidence of periodic water sampling and testing should be provided by the client, to demonstrate water used for vending machine operations is potable and water testing methodologies account for the detection of E. coli and Enterococci species, and coliforms, that should be absent in water used to supply vending machines. Colony-Forming Units should also be considered as a water quality indicator, to assess the effectiveness of water treatment and the integrity of water delivery systems. Any unsatisfactory results should be communicated to Compass on receipt. For any unsatisfactory water sampling results, any affected vending machines should be taken out-of-use until further investigations, completed through a competent water hygiene specialists have confirmed suitable water treatment programmes have been undertaken and subsequent water sampling results are deemed to be satisfactory. These requirements are in addition to any other water sampling and testing undertaken by Compass and / or the client, for example, a written scheme designed to effectively manage the risk from exposure to legionella bacteria, to include procedures for cleaning, disinfection and where required the implementation of any emergency procedures where water sampling results show that the water system, or water systems are not under control. For any support on water sampling, contact your HSE sector lead.



Water contamination

Where there has been confirmed contamination of mains and /or alternative water supplies with any micro-organisms and / or parasites that has the potential to be harmful to health, and affected vending machines that is not deemed safe to use, must be taken out-of-use, isolated and thoroughly cleaned, disinfected and serviced, including replacement of the inlet hose and filter if fitted, before it can be brought back into use, by a competent third-party vending machine engineer and / or maintenance specialist.

Training and competence

Due to the variance in vending machine models, vending food product ranges and vending operational parameters, any colleague with a responsibility to merchandise products in vending machines, clean vending machines must be trained on the vending model through the vending machine supplier and operate the unit in accordance with the manufacturers operating manual, with all training recorded on the colleagues training record card, underpinned by the catering risk assessment and the safe systems of work detailed in the vending machines (fulfilment, cleaning and use) Safety Task Card.

Vending records

Records of vending machine checks show that the equipment is being regularly serviced and that the operating temperature is monitored. Use the Vending Record form to record temperatures daily. Vending machines holding ready to eat protein items such as sandwiches, salads or pasties must be operated at temperatures that ensures foods are displayed at a temperature of +5°C or below. Frozen foods should be held at a temperature at or below -18°C.

Vending machine checks

- Using the vending log, accessible on the HSE webpages, under food safety forms and guidance, check the operating temperature of each vending machine daily
- Ensure stock rotation is undertaken by placing products with the shortest shelf-life at the front
- Remove and discard any out-of-date foods or foods that will be out of date before the vending machine is next due to be checked / restocked
- Record the date, name of the vending machine and I.D. code or its location.
- Record the time of the 'fill and clean' service, the food shelf-life check and the temperature of the machine.
- Managers must check and sign the vending log record before filing

Vending machine installation and maintenance

All vending machine installations must be completed by approved contractors in accordance with established contractor management and authority to work principles. All vending machines must be subject to planned preventative maintenance programmes, with all vending machines and their locations recorded on the work equipment inspection register, with inspection reports retained and any reactive repairs recorded on the established record of repairs and maintenance log.

Pest control

Ensure that the pest management contractors (client or Compass managed) for any units or sites that have vending machines as part of the client food offer, take account of all vending machine locations, and these vending locations are added to their site-specific site plan and site-specific planned preventative and reactive treatment programme.



Statutory compliance

For any vending machines that have any pressure systems there will be a requirement for a statutory examination, to be completed in accordance with a Written Scheme of Examination. Frequencies of statutory examinations must be in line with the Written Scheme of Examination and manufacturer's instructions and / or as directed by a competent person, for example a competent contractor or inspection engineer appointed by the client or Compass (if Compass is the person responsible for the pressure system and / or maintenance of the vending machine and any ancillary equipment). Where any examination identifies any defects that represent an imminent risk or danger, the vending machine, equipment and / or ancillary systems must be isolated from use and removed from service, until inspected, repaired or replaced and confirmed as safe by a competent contractor and / or inspection engineer, prior to recommissioning.

Where the client or Compass Group UK&I are responsible for maintenance and any periodic statutory examination of specific pieces of equipment and / or systems, as detailed in the Work Premises Statutory Compliance Declaration, details of any relevant equipment must be recorded, in addition to confirmation that all equipment and / or systems are maintained, inspected and tested in accordance with the specific regulatory requirements, and by a competent contractor or inspection engineer, either through the client or Compass, subject to who is responsible for the maintenance and inspection of the equipment and / or any ancillary equipment linked to vending machine systems.

Waste management

All vending waste, for example vending products damaged on delivery receipt, or vending products with expired date codes etc, should be recorded daily on the relevant digital system. This allows for the accurate reporting of all vending food waste. Operational teams should refer to Good Hygiene Practice Guide No: 18 – Food waste for further guidance on waste management and waste recording.

Remote vending monitoring

As part of the installation for any vending machines that rely on connection reliability to operate correctly and safety, for example vending machines with 4G connectivity, it is critically important that as part of any installation, installers and Compass teams take account of connectivity requirements. For example, where vending machine connectivity is required to support 24/7 monitoring of products, product temperatures, and where lock out facilities are in place to prevent the vend and sale of food products, where monitored temperature parameters are identified as falling outside of food safety parameters. Where this is a feature of a vending machine. Where vending machines are remotely monitored, local Compass operational teams must be trained on, and be familiar with any vending machine fault alert notifications, in addition to the corrective actions required, to include the removal, segregation and disposal of food items that fall outside of acceptable food safety parameters.

Fail safe breaches

Where vending machines utilise 4G, 5G, or other connectivity network to enable remote temperature monitoring, with fail-safe lock-out controls in place that prevent food being dispensed, where critical food safety limits are breached, foods items that have fallen outside of acceptable temperature and / or display parameters must be removed from sale, isolated and disposed of through the approved waste streams.

Connectivity maintenance

Where remote vending machine monitoring technologies are in place, vending machines must be subject to scheduled preventative maintenance, with maintenance frequencies aligned to the specific vending machine manufacturers planned maintenance parameters and recommended inspection schedules.



Additional Guidance

1. Food safety training

Refer to **Good Hygiene Practice Guide No: 1 - Food Hygiene Training** for additional guidance on food safety and hygiene training requirements.

2. Personal hygiene

Refer to **Good Hygiene Practice Guide No: 2 - Personal hygiene** for additional guidance on good personal hygiene, hand washing technique, uniform, and PPE standards.

3. Pest Control

Refer to **Good Hygiene Practice Guide No: 3 - Pest control** for guidance regarding the signs damage and pest infestation.

4. Cross contamination

Refer to **Good Hygiene Practice Guide No: 4 - Cross contamination** for additional guidance on how to minimise cross contamination risks.

5. Shelf life

Refer to **Good Hygiene Practice Guide No: 5 - Food labelling & shelf life** for additional guidance on labelling food within units and display counters.

6. Food delivery & storage

Refer to **Good Hygiene Practice Guide No: 6 - Food delivery & storage** for additional information of the safe and hygienic storage of food.

7. Food preparation

Refer to **Good Hygiene Practice Guide No: 7 - Food preparation** for additional guidance on the requirements for safe food preparation.

8. Defrosting

Refer to **Good Hygiene Practice Guide No: 8 - Defrosting**, for additional guidance on the procedures to follow when defrosting food products.

9. Cooking

Refer to **Good Hygiene Practice Guide No: 9 - Cooking** for additional guidance on cooking and how to check the accuracy of your probe thermometers used for checking food display temperatures.

10. Cooling and re-heating

Refer to **Good Hygiene Practice Guide No: 10 - Cooling and re-heating** for additional guidance on cooling and re-heating procedures.



Additional Guidance continued

11. Allergens

Refer to **Good Hygiene Practice Guide No: 13 - Allergens** for additional guidance on the 14 declarable allergens and the back of house and front of house processes to manage and inform customers of allergen information.

12. Maintenance & repair of catering premises

Refer to **Good Hygiene Practice Guide No: 14 - Catering premises and equipment** for guidance regarding maintenance and pest proofing of catering premises.

13. Food waste

Refer to **Good Hygiene Practice Guide No: 18 - Food waste** for guidance of the effective management and recording of food waste on site.

14. Natasha's Law

Refer to **Good Hygiene Practice Guide No: 21 – Natasha's Law** for guidance on labelling requirements for products pre-packed for direct sale.

15. Repurposing food

Refer to **Good Hygiene Practice Guide No: 26 - Repurposing food** for guidance regarding the requirements for the repurposing of foods.