

# SEE CARE SHARE LESSONS LEARNED



see



care



share

WE LOOK OUT FOR EACH OTHER

## Compass UK & Ireland HSE

### INCIDENT TYPE

Burn, Contact with hot liquid

### INCIDENT CLASSIFICATION

Not completing the task in accordance with training

### LOCATION

Barista Counter

### DATE

December 2025

## INCIDENT SUMMARY

A barista sustained first-degree burns to one hand while removing an overfilled coffee pot from a coffee machine. The machine began overflowing with hot water onto the counter and surrounding area. The barista sought assistance from a chef on site, who instructed her to run the machine again.

Running the machine, a second time caused the pot to fill beyond its normal capacity. When the barista removed the pot, excess hot coffee spilled onto her hand, resulting in injury.

The subsequent investigation found that the chef had intended for the pot to be removed and emptied before the machine was restarted. The incident was determined to have occurred due to a misunderstanding caused by a language barrier between colleagues

## WHAT DID WE DO THAT WAS GOOD?

- ✓ Our colleague looked for help when an unexpected problem occurred
- ✓ First aid was given at the scene

## WHAT CAN WE DO BETTER?



When we are working with colleagues whose first language is not English. We need to make sure that any training or instructions are fully understood.



Part of being a supervisor is to train & observe colleagues to make sure they are doing the task safely and to provide feedback on their actions

## HOW WILL WE DO IT BETTER?



If you don't understand the task you need to complete SPEAK OUT and say that you need help



When someone asks for help GET INVOLVED by providing on the spot assistance and additional training, including observing the colleague completing the task to ensure they're completing the task safely



If a piece of equipment is not working as it should, be MINDFULL about yourself and your surroundings. Switch off the device and report it to a manager. If the device is electrical and generates heat weight work, it to cool before any works are carried out.

## Be Mindful, Speak Up & Get Involved



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### SPEAK UP!

Worried about how things are being run at work? Speak up is our confidential reporting program. If it doesn't feel right, follow your instincts – Be Mindful and Speak up, we are listening.

