



see



care



share

Monthly HSE
Review
April

2026

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CARE



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WE LOOK OUT FOR EACH OTHER

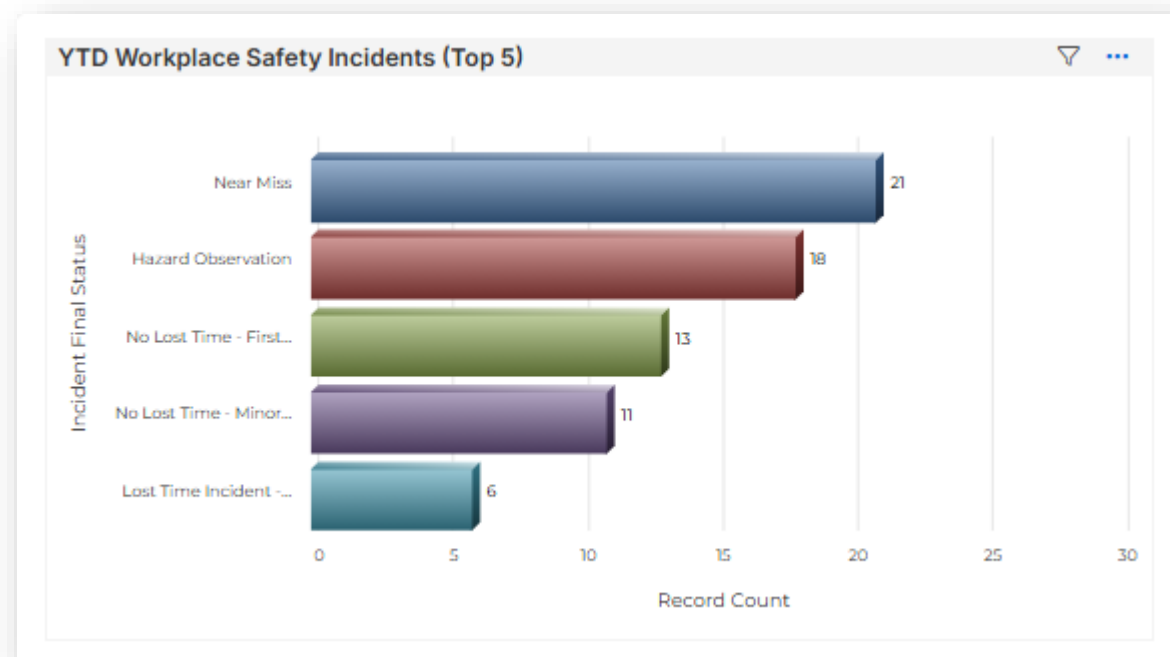
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HSE Dashboard



TRIFR - Vacherin YTD 7th April

LTI	9
RIDDOR	4
Total Recordable Incidents	11
Hazard Observations	20
Near Misses	20
Reported Injuries	39
In Unit AAI	1
EHO Inspections	17



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TRIFR & MFSIR – CH&CO



YTD	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	35	14	4	12	5
MFSIR	4	1	1	1	1

Last Month	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	6	3	0	2	1
MFSIR	1	0	0	1	0

TRIFR (Total Recordable Incident Frequency Rate) – LTI's, MTC, RWD, Fatality
 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



Accidents, LTI & RIDDOR - March



TRIFR

- **Hit by falling object** - An overloaded shelf collapsed. The shelf was used for storing Glass, which hit the IP on her head – LTI
- **Splinter** – Our colleague was pushing a trolley with uneven surfaces. They felt a pinch on there hand and latter realized that they had a splinter which they were unable to remove on their own. They had to report to hospital to have the splinter removed - Medical treatment



Hazard Observations and Near Misses YTD



Hazard Observations 20

- Loose ceiling tiles
- Damaged doorway
- Incorrectly stored knives
- Trolley in Need of repair
- Wall mounted insect trap in need of repair
- Leaking toilet

Near Misses 20

- Slipped on spilt oil (no injury)

A Hazard is a potential source of harm; a wet floor, blocked fire door or damaged trolley etc.

A Near Miss is an unplanned event that almost caused injury or damage to property but did not

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A form titled 'AIR3 REPORT A HAZARD OR NEAR MISS'. It includes a QR code and instructions: 'Use when you have spotted a hazard which may lead to an incident or injury' and 'Use when there is a near miss incident that could of resulted in an injury'. Below the QR code is a section for 'REPORT A HAZARD OBSERVATION OR NEAR MISS SCAN THE QR CODE ADJACENT:'. At the bottom are input fields for 'Unit Number', 'Unit Manager Name', 'Unit Manager Phone No.', and 'Unit Manager Email'. The footer code is 'HS.G.041.01'.

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Lesson Learnt – Overloading Shelves & Our Glass Policy



During our investigation into the “hit by falling object” incident, it was deemed that the accident occurred as the result of overloaded shelving. The shelf had been loaded with an additional amount of weight to what was usually stored there. This weight caused the bracket to snap and for the shelves contents to hit our colleague.

Please have a review of your in-unit shelving. Look to see that it is secure and in good condition, not damaged, rusty, unstable, overloaded, distorted or dangerous.

SPEAK OUT

If you spot a hazard, **stop what you are doing** and take appropriate action.

If a colleague is not working safely, you should **politely** let them know and let them know how to complete the task safely

- Any shelving deemed to be overloaded should have the items on the unit removed.
- Any damaged shelving units should be reported.
- Remember to self access any task before completion.

Alleged Foreign Bodies (AFB) - January

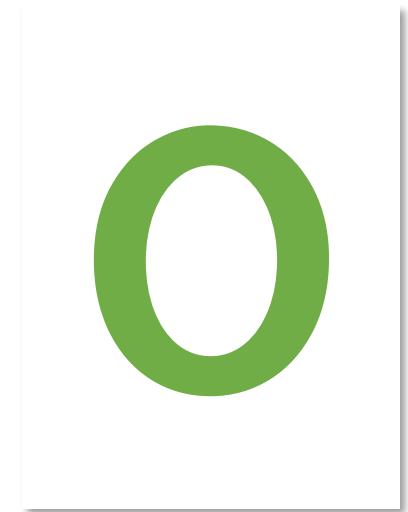


FSIR

Great news! In the month of March we recorded **ZERO** AFB's.

To help maintain this excellent score throughout the year please make sure that we;

- Remove stationary from the kitchen
- Follow our glass policy (GHP no.7 Food Preparation)
- Vegetable washing –
 - Pre-rinse to remove signs of dirt/soil
 - Wash – submerge in clean water & agitate
 - For soil grown veg like lettuce, cabbage, mushrooms, cauliflower and broccoli, re-submerge in clean water and agitate, drain/dry, prepare and store safely
 - Follow the 2-stage cleaning process when cleaning sinks



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Alleged Food Poisonings (AFP) - March

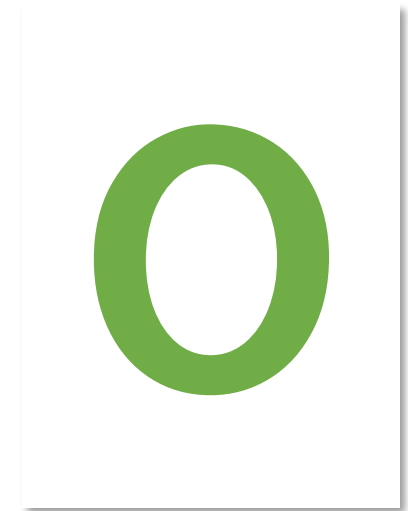


MFSIR

More Great news! In the month of March 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) - March



MFSIR

In the month of March, we recorded our first Substantiated AAI

A customer informed us upon arrival that they were allergic to nuts, goat's milk and sheep milk and asked whether the food contained these allergens. Our chef personally came out to reassure the customer that the food was safe to eat, advising that the cheese board should be avoided due to the selection of cheeses.

The customer proceeded to eat with us. Some time later the customer expressed her concern that she felt a reaction in her throat. She administered herself the EpiPen and called the ambulance. Following this the chef realised that the tart they were consuming contained feta cheese which includes goat and sheep milk. *This ingredient had not been communicated by chef as a potential allergen risk.*

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Lesson Learnt - Alleged Allergen Incidents



- Failure by the chef to thoroughly check the menu and show the allergen matrix to the customer and for this to be verified by the manager. - Whenever we respond to a customer query we need to refer to the allergen Matrix, the Allergen Matrix needs to be 100% accurate at all times.
- Feta not mentioned on dish title - Feta could have been added to the menu description and in doing so this would have alerted the chefs memory to the presence of sheep/goats milk. It is good practice to call out the main allergens in a composed dish. Where this dish had Feta as main ingredient it is recommended to have been listed in the title. *Spinach and Feta Tart.*
- The construction of the daily matrix did not find discrepancies. – Keep the daily packaging of all brought in products used during the daily production. This will allow you to have the correct allergen information for the products used on site that day.
- During the pre service briefing the discrepancies were not found. – During our pre-service briefing involve your team, talk through the cooking process and challenge each others product knowledge if you have any concerns. *Briefings should finish with enough time for any menu items to be corrected before the service starts.*

Monthly Allergen Compliance Audit

Unit: _____

Date: _____

Name of Person Completing Check: _____

Instructions -

Audit to be completed monthly to check compliance of allergen information throughout your unit

- Select and record 3 menu items to audit and complete Questions 1 – 3 based on these 3 menu items
- Complete questions 4 – 8 based on a walkthrough of your unit
- Calculate your venue compliance score based on your answers – units must achieve a score above 14
- Use the action plan at the bottom of audit to document any corrective actions that are required

Menu Items Selected			
1.	2.	3.	
Audit Questions	Fully Compliant (2)	Some Evidence of Compliance (1)	No Compliance (0)
1. Is there an Allergen Log Sheet for each of the menu items selected?			
<i>Guidance: Allergen Log Sheet should be correct for each of the 3 menu items selected and allergen log should have been reviewed / printed within the last month. All information available and correct = Fully Compliant</i>			
2. Is there a Recipe Specification for each of the menu items?			
<i>Guidance: Ensure there is a recipe specification for each of the 3 menu items selected for the audit, the recipe specification must identify if the recipe contains any of the 14 allergens. All information available and correct = Fully Compliant</i>			
3. Is the allergen information on the recipe specification and does it match the information on the Allergen Log Sheet?			
<i>Guidance: Check the information on the allergen logs against the information of the recipe specification to make sure the allergen information matches. Allergen information matches = Fully Compliant</i>			
4. Are the menu items made according to the menu specification and do the ingredients match to those on the specification?			
<i>Guidance: Observe the working practices of the chefs to make sure they are following the recipe specification and not adding potential allergens. All recipes being followed = Fully Compliant</i>			
5. Have all the allergen awareness materials been displayed in your unit as instructed in the manager's guide?			
<i>Guidance: Check the kitchen and front of house to ensure staff awareness posters and customer posters are displayed. All posters displayed and in good condition = Fully Compliant</i>			
6. Has the allergen folder been displayed and made available for customers to access without requesting it?			
<i>Guidance: Where possible the allergen folder should be displayed and available for customers to access. Where this is not possible i.e. hospitalities ensure each restaurant / Café buffet has its own allergen folder. Allergen folders available = Fully Compliant</i>			
7. Have all Allergen Food Safety Discussions been trained to team members based on their job roles?			
<i>Guidance: Check that all team members have attended the Food Safety Discussion relevant to their job role. Some job roles will be required attend more than one Food Safety Discussion. Training completed and recorded = Fully Compliant</i>			
8. Speak to 3 team members to check their understanding of the allergen processes and procedures. Are they all aware of these?			
<i>Guidance: All team members must be aware of the controls in place to manage allergens. All team members aware = Fully Compliant</i>			
Audit Total Score			/ 16
Please note: If your score is below 14 you must forward the completed audit and detailed action plan to your Regional Manager and HSE Manager.			
Actions Required:	By Who	By When	Complete
Completed By: _____		Signature: _____	

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**Complete your Allergen Compliance Audit each Month*

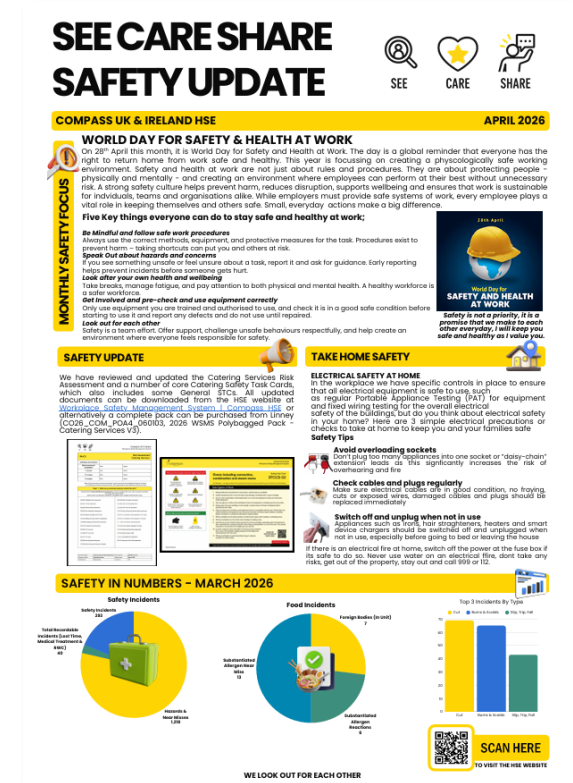
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See, Care, Share – Monthly Update

On 28 April this month, it is *World Day for Safety and Health at Work*. The day is a global reminder that everyone has the right to return home from work safe and healthy. *This year is focussing on creating a physiologically safe working environment.* Safety and health at work are not just about rules and procedures. They are about protecting people physically and mentally - and creating an environment where employees can perform at their best without unnecessary risk. *A strong safety culture helps prevent harm, reduces disruption, supports wellbeing and ensures that work is sustainable for individuals, teams and organisations alike.* While employers must provide safe systems of work, every employee plays a vital role in keeping themselves and others safe. Small, everyday actions make a big difference.

**There is a large update on the safety task cards this month. Please check the updates and complete the refresher training with your teams*

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Audit Trends this Month



Work Equipment Register

All items of work equipment such as ladders, steps, trolleys, carts, hand tools, ride-on cleaning equipment etc has a unique ID and is listed on a work equipment register

- Each item of mobile equipment needs to have an identification number listed on the register in your WSMS folder.
- The identifying number then also needs to be labelled/tagged with that number on the physical item. This helps to identify which piece of equipment was involved in any accident.
- Once the items have been identified we then need to set up a maintenance schedule for each item.
- Remember that if you have stated in your Manual Handling RA that you push or pull larger weights when by using trolleys, your maintenance schedule should incorporate this into how frequently items are maintained.

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Chemical CPA'S & Task Cards

There are Chemical Product Assessment (CPA) for every chemical. For Ecolab products this can be the standard product assessments. For non-Ecolab products this can be manual Chemical assessments for which there isn't a generic assessment on the HSE Website.

- CPA's can be source from the HSE website.
- CPA's just need to be in your COSHH folders.
- Chemicals held onsite and not in these lists need to have a CPA and TASK card produced on site using the templates available on the HSE website and the products data safety sheet. Once completed the HSE team need to approve the completed documents.

Ecolab product task cards must be readily available, close to the area where chemicals are stored, mixed and used e.g. Cleaning cupboards, chemical stores, cabinets etc.

- Task cards need to be displayed at the point of use (at filling station) and at the point of storage (folder in COSHH cupboard) for all Chemicals held in our COSHH storage areas.
- Eco Lab task cards are available from HSE website, Workplace safety's COSHH section.
- Non Ecolab products (coffee machines) are available on HSE website, Workplace safety, COSHH, other Products
- Biovate and Delphis products are available under the Sector HSE tab of the HSE website, CH&CO, Chemical Safety.



Vacherin – 81.15% -1.54%



Most Common NEOC

- An HSE Meeting is held at least every 6 months?
- Has the Climate NET Zero Toolkit been fully completed for the site within 6 months?
- Has the site recorded food waste in Kg on The Source/ Origami?
- Agency and temporary employees receive site specific safety induction prior to starting work?

Most Common SEOC

- All team members have received appropriate allergen training and briefings on the current allergen process and how to deal with a customer request on allergies?
- Allergen Information is either are printed and available for customers to easily retrieve, which is easily accessible for customers and contains accurate allergen information regarding all menu items.
- The unit have minimised the use of glass products within the kitchen and are aware of and follow the glass breakage policy.
- All in unit made foods are suitably labelled using the relevant food storage label
- Chemical Safety Task Cards are displayed in relevant locations where the chemicals are used.

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Corrective Actions



Here is your monthly report on corrective action status. We still have a way to go with closing out actions, but **we have seen an increase in closed actions – so please keep up the momentum!**

The table below represents data from audits completed since March 2025. HSE admin team are on hand to help with new links and, many of you will still receive close out reports for those audits completed before March 2025.

Report Date	Vacherin Closed	Vacherin in Progress	Vacherin Open	% Closed
30/11/2025	485	27	298	59.88
29/12/2025	522	24	326	59.86
01/02/2026	632	43	372	60.36
28/02/2026	693	104	424	56.76
31/03/2026	868	65	485	61.21

**For any queries, please reach out to myself for assistance with closing out our audit corrective actions*

Audit Scoring FYI



Fully Compliant = meets all compass FSMS or WSMS requirements

Some Evidence of Compliance = even one or two elements are considered as missing e.g. 2 sets of training records missing for staff

No Evidence of Compliance = this is when there is no compliance or HSE manager considers there is a systematic failure meaning that there are repeated errors that are not corrected leading to multiple failures e.g. multiple sources of allergen information not matching across all sources – ingredient label, matrix, menu, tent cards over multiple menu items, due to no checking system being in place.

“The scoring, is predetermined and weighted based on risk to customers, staff, our brand and client brand reputation. There are some ‘killer’ questions that attract a minus score e.g with the allergen questions, due to the potential of causing serious injury or death as a worst-case scenario.”

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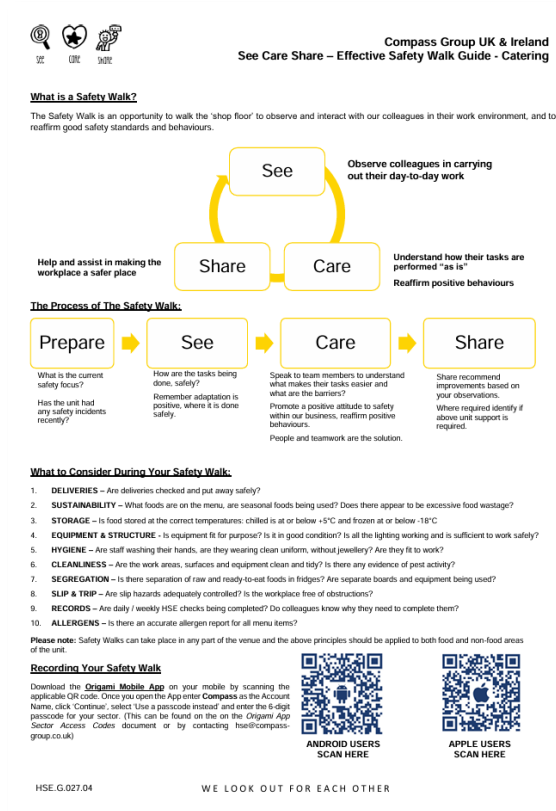
Leadership Safety Walks - YTD

• CH&CO	515	
• Vacherin	94	(+16)
• In Unit	76	
• Regional Ops	18	

When signing in;

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

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Leadership Walk's HSE Conversation

Glass Policy – GHP no7 Food Preparation

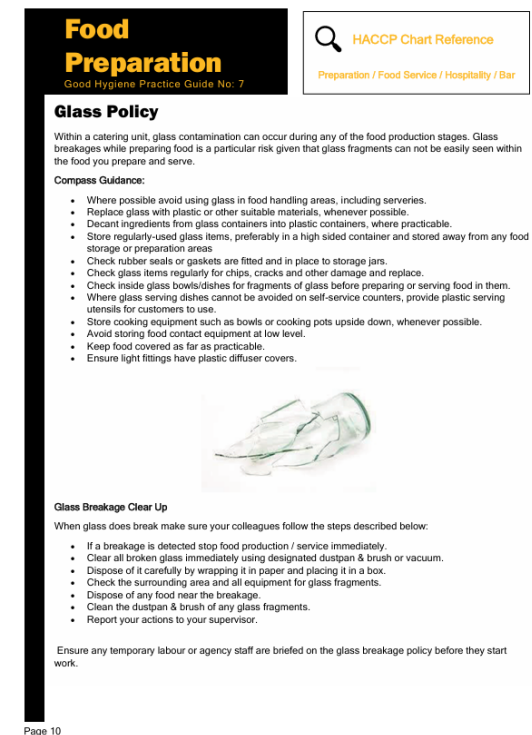
WHAT YOU NEED TO KNOW - Compass Guidance

- Where possible avoid using glass in food handling areas, including serveries.
- Replace glass with plastic or other suitable materials, whenever possible.
- Decant ingredients from glass containers into plastic containers, where practicable.
- Store regularly-used glass items, preferably in a high sided container and stored away from any food storage or preparation areas
- Check rubber seals or gaskets are fitted and in place to storage jars.
- Check glass items regularly for chips, cracks and other damage and replace.
- Check inside glass bowls/dishes for fragments of glass before preparing or serving food in them.
- Where glass serving dishes cannot be avoided on self-service counters, provide plastic serving utensils for customers to use.

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Please refer to GHP no7 on Food Preparation for full guidance on our Glass Policy

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Leadership Walk's Food Safety Conversation



Cross-contamination

Cross-contamination is the transfer of harmful bacteria from raw foods to ready-to-eat foods.

Cross-contamination is one of the main ways food poisoning can occur. In order to look after the safety of our customers and provide safe food to eat you need to ensure that cross contamination of food is avoided.

- Cross-contamination must be avoided at all times, as ready-to-eat food will not be cooked / re-heated further which would kill any harmful bacteria that have transferred to the food.
- Cross-contamination can be direct, i.e. from one food directly to another, or indirect, where contamination happens via equipment, hands, surfaces, cloths etc.

You can prevent cross-contamination by:

- Checking deliveries to confirm that raw foods are segregated from ready-to-eat foods in the delivery vehicle.
- Always storing raw foods separate from ready-to-eat foods, either in separate fridges or by storing raw foods at the bottom of refrigeration units.
- Preparing raw and ready-to-eat foods separately, ideally in separate, designated areas, or by preparing ready-to-eat foods before raw foods and thoroughly cleaning down and sanitising all work surfaces after the preparation of raw foods.
- Using separate equipment and utensils for the preparation of raw and ready-to-eat foods, and ensuring they are cleaned and sanitised between use.
- Designating complex catering equipment such as mincers, slicers, blenders and vacuum pack machines for raw and ready-to-eat foods.
- Washing your hands between tasks and avoiding touching other work surfaces, equipment or clothing.
- Not washing raw meat and poultry as this results in bacteria being splashed onto surrounding surfaces.
- Using tongs, other utensils or non-touch methods to avoid direct hand contact with food.
- Following colour-coding for chopping boards and any other equipment where appropriate.
- Replacing or resurfacing worn or damaged chopping-boards.

Food Safety Conversation No4: Cross-Contamination		
Key Learning Cross-contamination is one of the main ways food poisoning can occur. In order to look after the safety of our customers and provide safe food to eat you need to ensure that cross-contamination of food is avoided. 	What You Need To Know • Cross-contamination is the transfer of harmful bacteria from raw foods to ready-to-eat foods. • Cross-contamination must be avoided at all times, as ready-to-eat food will not be cooked / re-heated further which would kill any harmful bacteria that have transferred to the food. • Cross-contamination can be direct, i.e. from one food directly to another, or indirect, where contamination happens via equipment, hands, surfaces, cloths etc. You can prevent cross-contamination by: • Checking deliveries to confirm that raw foods are segregated from ready-to-eat foods in the delivery vehicle. • Always storing raw foods separate from ready-to-eat foods, either in separate fridges or by storing raw foods at the bottom of refrigeration units. • Preparing raw and ready-to-eat foods separately, ideally in separate, designated areas, or by preparing ready-to-eat foods before raw foods and thoroughly cleaning down and sanitising all work surfaces after the preparation of raw foods. • Using separate equipment and utensils for the preparation of raw and ready-to-eat foods, and ensuring they are cleaned and sanitised between use. • Designating complex catering equipment such as mincers, slicers, blenders and vacuum pack machines for raw and ready-to-eat foods. • Washing your hands between tasks and avoiding touching other work surfaces, equipment or clothing. • Not washing raw meat and poultry as this results in bacteria being splashed onto surrounding surfaces. • Using tongs, other utensils or non-touch methods to avoid direct hand contact with food. • Following colour-coding for chopping boards and any other equipment where appropriate. • Replacing or resurfacing worn or damaged chopping boards.	PREVENT CROSS CONTAMINATION USE COLOUR-CODING CODES TO SEGREGATE FOODS   This work bench can be used for both RAW and READY-TO-EAT Products
HACCP Stages • Receipt • Storage • Preparation • Cooking • Service	Colleague Validation 1. Can you describe the different types of cross-contamination? 2. Give examples of how you would avoid cross-contamination during storage? 3. Give examples of how you would avoid cross-contamination during food preparation? 4. Can you identify the uses of the different colour coded chopping boards?	More Information More information can be found in the Good Hygiene Practice Guide No: 4 Cross-Contamination and the HSE website

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HSE Team Monthly Hot Topic – Food Waste Management



Effective food waste management is essential for legal compliance, sustainability, and operational efficiency. The following requirements must be met:

Recording and Monitoring Food Waste

- Food waste must be recorded in kilograms on The Source or Origami each day.
- The weights entered must accurately reflect the waste produced on that specific day, and managers should routinely verify the accuracy of these entries.

Legal Requirements – UK & ROI

It is a legal requirement across all UK nations and the Republic of Ireland that:

- Food waste must be separated and collected separately from other waste streams.
- Macerators must be decommissioned and not used for food waste disposal

Processes to Reduce Food Waste

Teams must implement effective measures to minimise food waste, including:

- Use of a tracking system to monitor waste trends.
- Careful menu planning to ensure appropriate production volumes.
- Correct storage of food to extend shelf life and prevent spoilage.
- Reducing food trimmings through efficient preparation techniques.
- Portion control to avoid unnecessary leftovers.
- Avoiding over-production, especially during low-volume service periods.
- Minimising plate waste through menu design and portion review.
- Donating surplus food where appropriate and in line with company policy.

Waste Separation & Bin Management

To ensure compliance:

- Suitable, dedicated bins must be available for all waste streams.
- Bins must be clearly labelled to ensure correct use.
- Waste must be properly separated at the point of disposal.
- External bins must be appropriate and secure.
- Internal bins must be emptied into the correct external receptacles, ensuring the integrity of waste segregation is maintained.

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“These requirements ensure that food waste is managed responsibly, sustainably, and in full compliance with legal and operational standards.”



Net Zero Hub – Environmental Toolkit

The Environmental Toolkit can be hard to find!

As part of our continued Climate Net Zero journey, we have created a [Net Zero Hub](#) which is located on the MyLearning portal via Connect (Connect > My Learning > My Resources > Learning Resources > Net Zero).

Here you will find everything from our new Climate Net Zero Toolkit, guidance information, posters and training materials to help you brief and involve your teams and to increase your knowledge and get you up to speed and 'In the Know' about New Zero!

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“For anyone struggling to find the Toolkit please reach out to me and I will send you a copy over Teams”



AXA You Matter



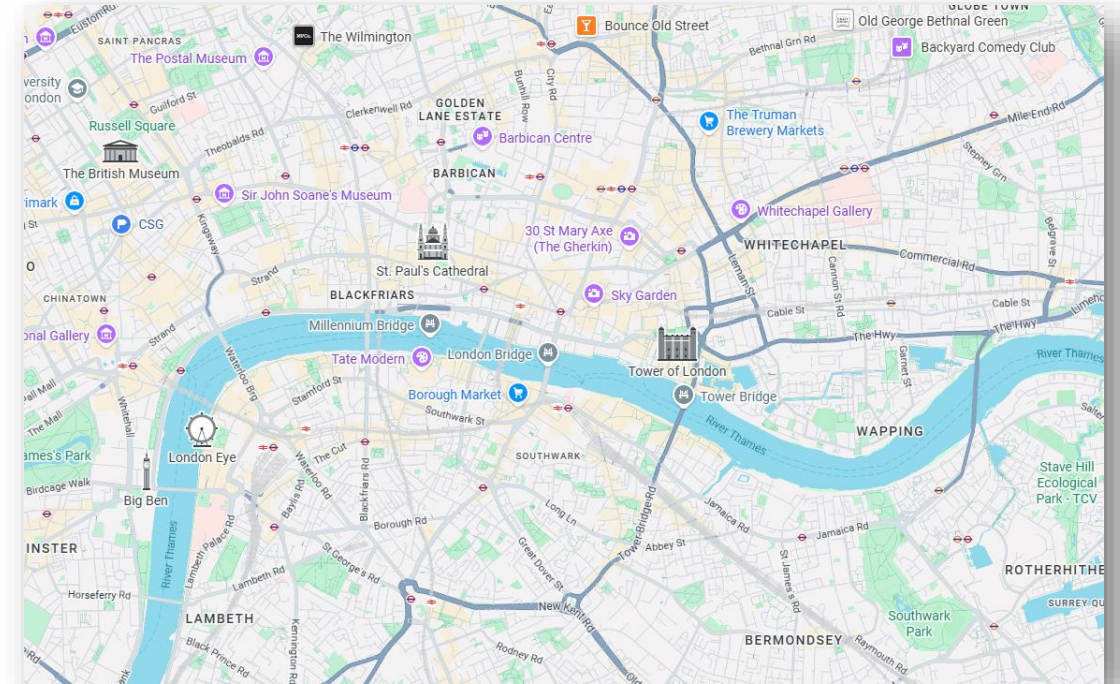
“Above are examples of the AXA You Matter Colleague signage that can be displayed for our teams.

The easiest way to source these items is to type You Matter in the search engine in the HSE website.

The posters with the QR code and contact phone numbers are the ones we need to display.”

Where is Tom this week?

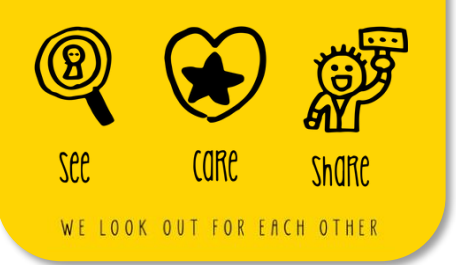
For any Ops Manager out there that would like to shadow me on an audit, feel free to subscribe to my calendar for information regarding my planned site visits. I strive to give as much notice as possible for site visits and audits, normally this is at least two weeks notice. You are more than welcome to walk an audit with myself to get a better understanding of the audit criteria and discussions made on site.



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Compass policy updates from March 2026



There were a lot of updates in the month of March regarding our Safety Task Cards. Please review the updates and complete the refresher training with your colleagues.

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

March Updates

General	Food Safety
No updates currently	GHP 22: Vending (New) Food Safety Conversation for Drinks with Alternatives to Milk LEVY ONLY
Workplace Safety	Training
STCCS109: Handheld smokers STCCS110: Pasta makers and extruders STCCS111: Electric handheld caramelisers or branding irons STCCS112: Oven smoker box attachments STCCS113: Filling urns from hot water vats and carrying urns STCCS114: Edible printers Catering Services STC Pack (see spreadsheet or below for details) RA-CS: Catering Services Risk Assessment Updated STCCS202: Walk-in Chillers Updated STCCS203: Ovens STC video QR code added STCCS204: Cooking Ranges Updated STCCS205: Oven and Contact Grills Updated STCCS206: Multi-functional Volume Cooking Updated STCCS207: Use of Deep Fat Fryers STC video QR code added STCCS208: Cleaning Deep Fat Fryers STC video QR code added STCCS209: Merrychef Ovens Updated STCCS310: Hot Food Service Equipment STC video QR code added STCCS311: Safety with Sharp Knives Updated	No updates currently

Food Safety Workplace Safety Environment AIR3 Sector HSE See C

STCCS115: Handheld Blenders Updated STCCS116: Food Processors and Blenders Updated STCCS201: Dough Rollers Updated STCCS204: Urns and Hot Water Boilers Updated STCCS205: Hot Beverage Service STC video QR code added STCCS206: Use of Hot and Cold Beverage Dispensing Machines STC video QR code added STCCS209: Polishing Glassware STC video QR code added STCCS301: Handling, Use and Cleaning of Glass, China and Crockery STC video QR code added STCCS311: Manual Dishwashing Doc control corrected STCCS312: Machine Dishwashing STC video QR code added STCCG01: Microwave Ovens Updated STCCG02: Toasters Updated STCCG03: Dams Mapping STC video QR code added STCCG05: Waste Composters STC video QR code added STCCG06: Dealing with Bodily Fluids STC video QR code added STCCG09: Use of Hand Pallet Trucks STC video QR code added
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Compliance

No updates currently

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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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