

BMS Review meeting

DATE: 11 December 2024

LOCATION: Room 206 P2 Parklands, Birmingham

Attendees	
Mark Armstrong – MA	HSE & Technical Services Director
David Crowe – DC	HSE Director – South Region & Levy
Simon Chattock – SC	Head of Vendor Assurance
Nicola Clason - NC	Systems and Auditing Coordinator
Ashleigh Taylor - AT	Head of Environment
Angus Boyd – AB	Head of HSEQ – Compass One
Robert Clapham – RC	HSE Director – North Region & B&I
Nick Bracken - NB	Operational Risk & Safety Project Manager
Apologies	
Guest Attendees	
	None this meeting
Minutes taken by:	
	Nicola Clason

Actions			
no			Date
1	Review Legal Registers – Health and Safety, Food Safety and Environment	DC, RC, AT	
2	Supply dates and times of testing carried out for crisis management	NB	
3	Sector Customer Feedback and Complaints evidence	DC, RC, AB, SC	
4			
5			
6			

Supporting material for minutes	
<ul style="list-style-type: none"> Minutes of last management review November 2023 HSE Strategic Objectives 2023-24 Unit Managers HSE Objectives 2023-24 LTIR 23-24 Period 12 Health and Safety P12 Safety Walks 2023-24 Business Management System Manual (BMS) 	

Actions carried forward from last meeting	

Meeting opened at 3pm, MA thanked everyone for attending and their continued commitment to supporting this work. Team was reminded that all data and information provided was confidential and not to be distributed.

Exec summary

Positive overall meeting with much discussion; all agenda items covered.

Below in no order are the areas raised and discussed:

- **Actions arising from last meeting/ISOQAR review**
- DC confirmed that all actions from last meeting were closed out.

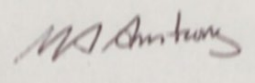
- **Reviewal of the BMS Manual**
- DC noting that the key changes would be adding in CH&CO into scope this year. MA noting that there was money included in the budget for them to be included within the next round of audits carried out by ISOQAR.
- DC noting that for sector changes Fitzer doesn't exist anymore and that Levy Ireland are self-managed and are their own entity. Turnover is approximately 2.8 billion.
- Legal registers to be updated and sent through and amended on the website.
- NB noting that the crisis management testing has been done. Infosys done testing, foodbuy supply chain. Louise Jones carried out a test at 2.14 on 2 October for NHS comms system. MA noting that Chertsey was tested as closed in February for simulated gas leak.
- SC noting steamplicity got BRC accreditation. SC confirmed that Quarterly reviews were being carried out with supply chain team but that SC wasn't part of this. SC confirming that all core suppliers have been done.
- Confirming the total of safety walks, audits and quarterly records carried out.
- MA noting that there is an audit from group currently doing a Facility Management Health and Safety audit and draft discussions were on 19 December. 2 CPU separate audits carried out, one north and one in Glanmore Ireland. Glanmore completed on 10 September with score of 91.01% and Cuisine North 20 May with a score of 99.07%. The audits were conducted by Me-Rieux Nutris Sciences - Andrea Boarden.
- **Review of objectives (2023-24)**
- FSIR and TRIFR targets met for the year. 3.97 and 0.24 against 6.9 and 0.25 for Compass Group UK & Ireland overall.
- New E-learning courses will be out this year.
- WSMS and FSMS are being rolled out to the CH&CO units and this is being done through a staged move over.
- Team going through the new objectives for next year and to encourage the completion of Safety Walks and Quarterly Records on the AIR3 system.
- New year targets
- AT noting that there is a reduction target 5.5% max reduction on food waste AT and that they will be delivering objectives set out in transition plan.
- SC noting there is a focus on increased suppliers managed on the TPIDD system.
- AT noting that they will be making slight amendments with regards to climate. Food waste recording sector equivalent

- **Overall performance improvements and process development**
- Global management allergen plan submitted. Noted that we achieve green for allergen management and was the only region in Compass Group to obtain this and score highly on the training performance with regards to this.

- **Client feedback including compliments and complaints**
- December 2023 – allergen incident reported in ESS where we received a complaint and then MA did a follow up with the individual with regards to this and also asked the individual to share their experience as a learning for our teams on the important of getting this right.

- **Internal audit results**
- NC confirming that there has been 637 audits carried out internally this year and this total included CH&CO and that there was 9201 Safety Walks completed.
- SC noting that we had completed the safeContractor audit and the certificate had been reissued.

- **Training requirements update**
- Compass Food Safety Level 2 Course has now received external accreditation from RSPH (*Royal Society for Public Health*)
- MA noting that RC had been given a Be A Star award

	<ul style="list-style-type: none"> ➤ RC noting that David Tyler had completed his Nebosh Fire Safety and MA noting that Debbie Dickens and he had completed their Level 4 food safety. NC to add PP training ➤ CDM in Practice Course completed by HSE Team members ➤ DC noting that Jack was promoted to HSE Manager in August after following on through training courses set for him. ➤ HSE Leadership team is working on new quarterly strategy reviews and they will also review and update the SME's list with their teams. ➤ DC noting that there is currently a digital HACCP review tender process in place with Foodbuy to review Kitchtech, Food Alert, Checkit systems for future use and include Safety Culture in new tender process. ➤ Jeanette Whitehead and Rachel Beirne are still delivering the IOSH courses to colleagues and this can be booked in the same was. ➤ Noting that there needs to be a review of the environment training in the Food Safety Level 2 training with the potential to make this a standalone course for all to do and then mandate it across Compass. ➤ DC noting that DSE E-learning is now live and up and running as part of the assessment. ➤ There has been a change to GHP25 Specialist Foods and Cooking and Allergens update and also a new Repurpose food and Food Received and storage. ➤ RC noting that EHO's and PA's use the process of infrared to take temperature records of items and therefore we looked into this then we should get any pushbacks with regards to this. ➤ Review of the Policy Documents ➤ Policy review being carried out and under review
Time and date of next meeting TBC – date – TBC location TBC – time TBC	
	<div style="text-align: center;">  <p>Mark Armstrong H&S and Tech Svcs Director</p> </div>

Awards

- Chartwells
 - RoSPA Gold
 - British Safety Council Merit Award at Northumbria University

- Levy Restaurants UK&I
 - RoSPA Gold Medal Award for 9 consecutive gold

- Healthcare
 - RoSPA Industry Sector Winner
 - RoSPA Innovation of year winner
 - RoSPA fall prevention award Commended
 - Presidents award for 14 consecutive gold

- Energy
 - British Safety Council International Safety Award
 - RoSPA Order of Distinction (22 Years Gold)

- ESS
 - ROSPA Gold Order of Distinction

- Foodbuy
 - TBC

- Ireland
 - RoSPA Presidents award for 11 consecutive gold
 - NISO Higher Distinction and Consistent High Achiever Award

- Retail
 - RoSPA Gold

- B&I
 - RoSPA Silver

Action Close Out

Actions			
no	Action	Owner	Date
1	Review Legal Registers – Health and Safety, Food Safety and Environment	DC, RC, AT	
2	Supply dates and times of testing carried out for crisis management	NB	
3	Sector Customer Feedback and Complaints evidence	DC, RC, AB, SC	
4			
5			
6			