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WE LOOK OUT FOR EACH OTHER

Compass UK & Ireland HSE

INCIDENT TYPE

Allergen Incident

INCIDENT CLASSIFICATION

Substantiated – Near Miss

LOCATION

Hospitality Event

DATE

March 2026

INCIDENT SUMMARY

During a table service event a client was served a non gluten free Carrot & Ginger Soup. The mistake occurred because there was a lack of control in the construction of the dish. The ingredients in the recipe were not fully recorded on the allergen matrix. Gnocchi was present in the dish; this was not initially communicated to the FOH colleague when they first asked about the soup's ingredients. Our allergen Process was not followed, resulting in the soup being served to a client who was allergic to Gluten. Luckily, they did not consume the soup and suffer a reaction.

WHAT DID WE DO THAT WAS GOOD?



The error was spotted before the soup was consumed



Communicated with the client in a professional manor taking responsibility straight away

WHAT CAN WE DO BETTER?



Any deviations from the original recipe MUST be annotated on our allergen Matrix's before service briefings



All allergen queries need to be dealt with by the Allergen Champion, Chef who made the dish or a member of management.

HOW WILL WE DO IT BETTER?



Senior Chefs need confirm ingredients used and personally approve the Allergen Matrix before service.



When repurposing food, the full allergen information from the previous dish needs to be carried over to the new allergen information on the matrix



Product packaging should be kept to assist with building of daily in unit allergen information.

Be Mindful, Speak Up & Get Involved



Be Mindful, Get Involved & 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.

