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# New Manager HSE Guide

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# Meet the HSE Team

## Introduction

This guide has been designed to introduce you to Compass HSE Standards and Processes.

Read this guide carefully and use it for reference to ensure your unit is HSE compliant.

This guide will allow you to meet food safety management compliance to our standards.

This guide will also give you knowledge & understanding of our HSE Website where you will find all the tools and information required.

CH&CO Health and Safety Team is Led by Jenny Todd, the Team supports the business to make sure our colleagues come to work, serve safe food to our customers, stay safe at work and go home safely to their family at the end of the day.

Support is always available from our HSE Team:

[jennifer.todd@compass-group.co.uk](mailto:jennifer.todd@compass-group.co.uk) - Head of QHSE CH&CO

[claire.grundy@compass-group.co.uk](mailto:claire.grundy@compass-group.co.uk) -HSE Manager

[marianne.yung@compass-group.co.uk](mailto:marianne.yung@compass-group.co.uk) -HSE Manager

[michelle.howard@compass-group.co.uk](mailto:michelle.howard@compass-group.co.uk) HSE Manager

[lane.mcgin@gatherandgather.com](mailto:lane.mcgin@gatherandgather.com) HSE manager G+G Ireland

or the HSE Admin Team.

**Email:** [HSE@compass-group.co.uk](mailto:HSE@compass-group.co.uk)

**Outside Office Hours can be contacted via the Compass HSE homepage:** [Home | Compass HSE](#)



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## Food Safety Management System (FSMS)

Compass have entered into a Primary Authority partnership agreement with Luton Borough Council's Environmental Health Department in relation to providing regulatory advice and guidance around our food safety policies and procedures.

The FSMS will give you step by step instructions on the implementation of the system. It is the responsibility of the Unit Manager to:

- Complete a review of the Food Safety Management System. Ensure the Head Chef is also aware of the contents.
- Identify food hazards specific to their operation.
- Properly communicate the process steps of the HACCP to employees.
- Identify the type of food service operated and the process steps in their unit.
- Confirm that controls, monitoring and records are being implemented by signing the Hazard Analysis Sheets.
- Ensure the team are trained on Food Safety Conversations/GHP's and Allergen FSC's and training cards.
- Check the HSE Website updates page each month to keep GHP's, FSC's up to date in your FSMS folder.
- Ensure the team complete online training.
- Complete quarterly record, annual allergen risk assessments and Safety Walks via website or QR code.
- The FSMS must be reviewed every 12 months, unless management change.



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Requirement	Action to Complete	Tick completed
Food Flow Diagram	Complete the food flow document to identify the applicable food processes.	<input type="checkbox"/>
Hazard Analysis	Read each of the applicable hazard analysis charts. Only sign the declaration once you have read and signed everything in the Manual.	<input type="checkbox"/>
Validate Hazard Analysis & Sign Off	Confirm required controls are in place for each process. Add site specific controls or brand standard checks where required. Sign and date each process step.	<input type="checkbox"/>
Good Hygiene Practice Guides (GHPs)	Read relevant GHPs. applicable to your site. Check HSE 'website updates page' each month for updates.	<input type="checkbox"/>
Food Safety Conversations (FSC's)	Use FSC's as training tools for the FSMS system, ensure team training is recorded. New starters must sign off within first two weeks of employment	<input type="checkbox"/>
Hazard Analysis Posters	Display posters throughout catering operation in relevant areas as training aids and reference guides.	<input type="checkbox"/>
Shelf-Life Posters	Display posters in relevant storage areas (e.g. dry stores and fridges) as training aids and reference guides.	<input type="checkbox"/>
FS Individual Training Records	Record all FSMS training, refresher training, and updates on the Individual FS Training Records. Complete annually.	<input type="checkbox"/>



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It is the responsibility of the Unit Manager to ensure that the Logbook/Food Safety Forms are completed daily, ensuring any actions are carried out as indicated in the instructions at the front of the book. Depending on the size of the site and arrangements, separate forms can be used in place of the logbook.

Requirement	Action to Complete	Tick
Food Safety Logbook / Food Safety Forms available	Ensure all relevant book / forms are available - check the HSE 'Forms and guidance' page for additional forms such as cleaning schedules, daily walk in freezer check, return to work etc	<input type="checkbox"/>
Train team members	Train team members on how to complete the forms in a timely and accurate manner. Record the training on the food safety training record.	<input type="checkbox"/>

**SAFE FOOD**  
served with you in mind

## HSE LOG BOOK 7 DAY

Unit Name: \_\_\_\_\_  
Unit Number: \_\_\_\_\_

Start Date: \_\_\_\_\_  
Finish Date: \_\_\_\_\_

HSE LOGBOOK V7: June 2018

**SAFE FOOD** REFRIGERATOR / FREEZER TEMPERATURE RECORD

Manager must check, sign and date the record  
Temperature Range:  
- Refrigerators: +10C to +16 C - Twice per day (3 times if night shift operation)  
- Freezers: -18C to -20C - Once per day  
Guidance: Good Hygiene Practice Guides 5, 6, and 14

Unit: \_\_\_\_\_ Unit No: \_\_\_\_\_

MONTH/YEAR: \_\_\_\_\_ REFRIGERATOR / FREEZER Name/No: \_\_\_\_\_

DATE	TEMPERATURE °C						COMMENTS Action taken if temperature above accepted limits
	a.m.	Initials	p.m.	Initials	Night	Initials	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							

**F-CDFC** Daily Walk-In Freezer Checks

Risks associated with use of Walk-In Freezers:  
 • Becoming trapped inside due to faulty latches or emergency handles/buttons  
 • Slipping on ice

Do not pull the door shut when working inside the freezer unless necessary  
 NEVER PULL THE DOOR SHUT IF WORKING ALONE  
 Ensure a colleague knows you are working inside the freezer  
 Take care on slippery surfaces, wear suitable footwear

YOU MUST ALSO CHECK THE FOLLOWING ON A DAILY BASIS AND RECORD YOUR CHECKS BELOW:  
 ✓ Internal emergency release button operates correctly, there is not any ice build-up around the button or signs of any damage  
 ✓ All internal lighting is working correctly  
 ✓ Internal door latch operates correctly, there is not any ice build-up around the button or signs of any damage  
 ✓ Emergency alarm (if present) is working correctly  
 ✓ External door latch operates correctly, there are no signs of damage

Any issues must be reported to your line manager immediately and the freezer should not be used, unless working with a buddy (i.e. one person guarding the door whilst the other accesses the freezer)

Date	All in order? Y/N	List any actions required	Initials	Date	All in order? Y/N	List any actions required	Initials
1				17			
2				18			
3				19			
4				20			
5				21			
6				22			
7				23			
8				24			
9				25			
10				26			
11				27			
12				28			
13				29			
14				30			
15				31			
16							

MONTH: \_\_\_\_\_ YEAR: \_\_\_\_\_

**SAFE FOOD** CATERING CLEANING SCHEDULE

Unit Name: \_\_\_\_\_ Unit No: \_\_\_\_\_ Dep: \_\_\_\_\_

SAFETY PRECAUTIONS  
 • Before cleaning electrical machinery ensure it is switched off and isolated from the mains.  
 • Before cleaning gas appliances ensure they are turned off.  
 • Take care when cleaning hot items.  
 • Follow all safety precautions shown in COSHH Product Task Cards for the cleaning product being used for each task.  
 • All hand protection to be Latex Free gloves or gauntlets.

ITEM	FREQUENCY	PRODUCT	DOSE	PPE	METHOD
Floors		Wash and Wink	2 x 200L Pump sprayer of warm water	Nitrile/Latex Free Gloves EN374	Sweep up debris. Apply hot solution using clean mop or long handle scrubber, paying attention to floorhead joint, around equipment and under and rear of equipment. Rinse and mop over with fresh clean water. Allow to air dry.
Walls, Doors and Paintwork		Mull EZ 10	2 x 200L Pump sprayer of warm water	Nitrile/Latex Free Gloves EN374	Apply solution with sponge, cloth or hand sprayer. Work down from higher areas. Rinse with clean water. Allow to air dry.
Work Surfaces		Clas Pro 20	2 x 200L Pump sprayer of warm water	Nitrile/Latex Free Gloves EN374	Remove debris. Apply solution with a cloth or hand sprayer. Ensure that attention is given to legs and under edges. Rinse and allow to air dry or dry with paper towels.
Cutting Boards		Clas Pro 20	20 ml via dispenser per 100 ml. Inger spray	Nitrile/Latex Free Gloves EN374	Remove debris. Apply sanitiser solution on to moistened board and scrub. Wipe surface and rinse. Allow to air dry. Can be routinely washed in dishwasher if suitable, but additional weekly clean with sanitiser solution to reduce surface staining. Cutting boards should be washed vertically with cutting surfaces separated after cleaning and sanitising.

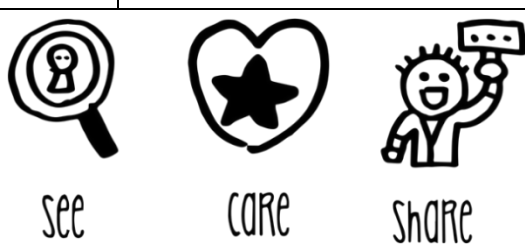
FS F 007 03 namePage 1 of 8



# ARE YOU ALLERGEN AWARE?

## Allergens

Requirement	Action to Complete	Tick
Allergen Food safety and Training Records Verified.	Identify relevant allergen FSC's cards for the operation - available cards are: BOH, FOH, Beverage, Milk alternatives, Gluten & allergen free. Train team on allergen FSC's relevant to their roles Record on Allergen FSC training cards Refresher training completed where required. * Allergen online training is an additional requirement to this.	<input type="checkbox"/>
Allergen Information Folder Available	Correct and current Allergen Records / Matrices for customers printed and filed in the Allergen Information Folder.	<input type="checkbox"/>
Allergen Tablet (If Applicable)	Allergen Tablet checked prior to service. Information downloaded from The Source menu application and verified as current.	<input type="checkbox"/>
Customer Facing Poster Displayed	Allergen Information Posters displayed clearly, informing customers where allergen information can be found. Check the HSE allergens page for additional customer facing notices such as; 'change of ingredients', 'self-serve areas' and 'fryer usage'.	<input type="checkbox"/>
Colleague facing allergen posters displayed	Cross-contact & 'know your allergens' posters to be displayed BOH where appropriate.	<input type="checkbox"/>
Natasha's Law Compliance	PPDS foods fully labelled with ingredient list and allergen information (where applicable).	<input type="checkbox"/>
Pre-Service Allergen Briefing	Daily pre-service briefing includes allergen reminders and communication expectations.	<input type="checkbox"/>
Allergen risk assessment completed.	Annual Allergen risk assessment completed on the origami app or via HSE website.	<input type="checkbox"/>
Allergen Champion Appointed	Unit Allergen Champion identified and communicated to team. Name displayed on noticeboard.	<input type="checkbox"/>
New Starters Inducted on Allergens	All new/temporary staff completed allergen awareness as part of induction checklist.	<input type="checkbox"/>



# Allergen documentation & signage

Allergens Awareness | Compass HSE (mycompasshse.co.uk) 6027ghp-21-natashas-law-fsghp02103pdf.pdf (mycompasshse.co.uk)

## FOOD SAFETY CONVERSATION

Allergen Awareness for Back of House Staff

**WHAT YOU ARE GOING TO LEARN**

In this Food Safety Conversation we are going to discuss allergies and intolerances, and the controls we should have in place to avoid allergic reactions as well as reactions as a result of an intolerance. Following this conversation, you will understand:

- The difference between allergy and intolerance.
- The importance of following processes, including adhering to recipe specifications.
- The value of good communication with FCH teams.
- How to prevent cross-contact of allergenic to non-allergenic food in the kitchen.

**WHAT YOU NEED TO KNOW**

**Background**

People often get confused between a food allergy and an intolerance. A food allergy is a response by the body's immune system to a food; the reaction can range from mild to severe and for some people even the slightest trace of an allergen can result in a severe response, including potentially fatal anaphylactic shock. An intolerance is a non-immune system response to eating certain foods, usually because the body is unable to process the food effectively. Symptoms can affect the digestive, skin and respiratory systems, and although not life-threatening, they can make sufferers extremely unwell.

**Celiac disease** is a condition where consuming gluten results in the body's immune system attacking its own tissue, causing a range of symptoms, mostly affecting the digestive system and causing potentially significant damage to the intestine.

In the UK and Ireland food business are legally required to provide information on the 14 allergens that must be declared. However, people can be allergic to any food and allergies can be very specific, such as raw vegetable or fruit, or a certain fish species.

**Avoiding Cross-Contact**

**Personal Hygiene:** Good personal hygiene, including thoroughly washing your hands between tasks, after handling allergenic foods and before preparing an allergen free dish, is essential. Uniform should be clean and regularly changed. It may be appropriate to wear gloves and/or a disposable apron when preparing an allergen free meal.

**Food Storage:** All foods must be stored in sealed containers or be tightly covered and must be labelled. In dry stores allergenic foods, such as flour and nuts should be stored in separate areas or below other foods. Any spillages must be cleaned up immediately.

**Separation:** Separate equipment and utensils must be used for each dish. Keep pans and trays covered to prevent food from splashing or spilling onto other foods. Allergen free meals should be prepared in a separate area, if possible, and all work surfaces must be thoroughly cleaned prior to preparation. Equipment and utensils should be washed in a dishwasher to remove all traces of allergenic foods. Complex equipment should not be used for allergen free meals if it has been used for known allergens. Deep fat fryers should be designated for use and should not be used for example for fish and non-fish foods.

**Following Recipe Specifications**

It is essential that recipe specifications are followed closely - never add or swap an ingredient. Any changes in ingredients will need to be incorporated in the allergen information provided to customers. Be aware that the ingredients of bought-in food items, such as sauces or stocks, may vary between manufacturers.

**Pre-Service and Service**

The lead or head chef should brief the kitchen team and the FOH team, including providing information on the menu in respect to allergens, and any pre-ordered allergen free meals. There must be a copy of the allergen information in the kitchen; this can be in paper form or as a QR code. Make yourself familiar with the allergen information, and if you notice anything missing or a potential error, notify your manager.

To ensure that allergen free meals go to the right person it is essential that there is good communication between the kitchen team and the FOH/BOH manager and/or Allergen Champion. In hospitality settings, allergen free meals should be served first, to prevent customers with allergies from accidentally being served an incorrect meal.

FS/2021

## ALLERGEN INFORMATION

DO YOU HAVE A FOOD ALLERGY OR INTOLERANCE?

We provide allergen information for the declarable allergens under the Food Information Regulations via various media, either in our Allergen Folder, Allergen Information tablet or Allergen Information QR code

Please ensure you always refer to the allergen information provided prior to ordering, as ingredients or recipes may change from time to time.

Allergen Folder  Allergen Tablet  QR Code

Located:

If you cannot locate our Allergen information, or have any questions please speak to a member of staff

### ALLERGEN CHAMPION ON DUTY

Please note, as with every catering establishment, there is always a potential for cross-contact to occur during preparation. Whilst we endeavour to prevent this as far as possible, the nature of an allergen means that we cannot fully guarantee that cross-contact may not have occurred. We encourage our customers with food allergies and intolerances to let our staff know so we can further cater for them. We are happy to provide further detail on any declarable allergens and for any other ingredients and how they were handled, to allow you make an informed decision as to whether or not the food is suitable for you. If you have any questions please speak to a member of staff or contact us at [mycompasshse@compasshse.co.uk](mailto:mycompasshse@compasshse.co.uk)

## TRAINING RECORD CARD

Allergen Awareness Food Safety Discussions

I confirm that I have received the Food Safety Conversation training session on Allergen Awareness for Back of House Staff / Front of House Staff / Beverage Service / Milk and Alternatives to Milk / Gluten Free and Allergen Free Foods (please indicate below which Food Safety Conversation has been delivered to you). I confirm that I understand my responsibilities when dealing with allergens and will follow the Company policies and procedures.

UNIT NAME: \_\_\_\_\_ UNIT NUMBER: \_\_\_\_\_

TRAINEE'S NAME	BOH	FOH	BEV	MILK	GF & ALLERGEN FREE	DATE	TRAINEE'S SIGNATURE	TRAINER'S NAME
Julie Smith		X		X		28/01/25	J.Smith	D.Crowe

FS/2021/03 February 2025

## 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 menu 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.	
<b>Audit Questions</b>	Fully Compliant (4)	Some Evidence of Compliance (1)	No Compliance (0)
1. Is there an Allergen Log Sheet for each of the 3 menu items selected?			
<b>Guidance:</b> 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			
2. Is there a Recipe Specification for each of the menu items?			
<b>Guidance:</b> 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			
3. Is the allergen information on the recipe specification and does it match the information on the Allergen Log Sheet?			
<b>Guidance:</b> 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			
4. Are the menu items made according to the menu specification and do the ingredients match to those on the specific allergen?			
<b>Guidance:</b> Observe the walking preparation of the checks to make sure they are following the recipe specification and not adding potential allergens. All recipes being followed = Fully Compliant			
5. Have all the allergen awareness materials been displayed in your unit as instructed in the manager's order?			
<b>Guidance:</b> 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			
6. Has the allergen folder been displayed and made available for customers to access without requiring IT?			
<b>Guidance:</b> Where possible the allergen folder should be displayed and available for customers to access. Where this is not possible i.e. hospitaly ensure each restaurant / C&A buffet has its own allergen folder. Allergen folders available = Fully Compliant			
7. Have all Allergen Food Safety Discussions been shared to team members based on their job roles?			
<b>Guidance:</b> Check that all team members have attended the Food Safety Conversation relevant to their job role. Some job roles will be required attend more than one Food Safety Discussion. Training completed and recorded = Fully Compliant			
8. Speak to 3 team members to check their understanding of the allergen processes and procedures. Are they all aware of these?			
<b>Guidance:</b> All team members must be aware of the correct in place to manage allergens. All team members aware = Fully Compliant			
<b>Audit Total Score</b>	/ 16		
<b>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.</b>			
<b>Actions Required:</b>	By Who	By When	Complete
Completed By: _____	Signature: _____		



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<b>Unit Name</b>		<b>Date</b>	
<b>Unit Number</b>		<b>Menu</b>	

This document must be used should a manual (handwritten) allergen report be required within a unit. For each menu item refer to every food ingredient label to note any allergens present within the product. Ensure both Contains and May Contain allergen information is captured. The name of Cereals with Gluten i.e. wheat (e.g. spelt, Kamut/Khorasan), rye, barley, and/or oats) and the name of Nuts from Trees (i.e. almond, Brazil nut, cashew, hazelnut, pecan, walnut, macadamia and/or pistachio) must be specified and listed. Each menu item must be initiated by the colleague completing information. The Allergen Log must be signed off by the head chef or other responsible person in Unit.

Menu Item / Recipe	Allergens														Colleague completing the manual allergen report (initial)	
	Celery	Cereals with Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustards	Peanuts	Nuts from Trees	Sesame	Soybeans	Sulphur Dioxide/Sulphites		

Head chef or other responsible person to check the allergen report form and sign before placing in the Allergen Folder.

Checked by (name and job title):	Signed:	Date:
----------------------------------	---------	-------

**Allergy Advice:**

- Ingredients highlighted with ✓ are allergens that are present in this product
- Ingredients highlighted with the letters MC = Cross Contamination risk indicating that this ingredient is present in the manufacturing site, factory or supply chain and our suppliers believe there is a significant risk that this allergen could contaminate the food
- Our busy kitchens endeavour to take all reasonable steps to avoid any potential risk of cross contact, however, we cannot guarantee that our food is 100% free from a specific allergen

713-004-01 Internal





Requirement	Action to Complete	Tick
Complete register of essential Risk Assessments (RA's) and additional essentials	Ensure coverage of all required RAs (e.g. Stress, Lone Working). Stress to become essential soon.	<input type="checkbox"/>
Essential service RA declaration	Ensure required areas are signed.	<input type="checkbox"/>
Complete all essential RAs	Review and confirm completion.	<input type="checkbox"/>
Check if other essential RA's are required	Review other applicable mandatory RA's such as young workers, lone working, new and expectant mothers.	<input type="checkbox"/>
Safety information pack reviewed and signed	Review, sign off, and complete all sections, train out to the team.	<input type="checkbox"/>
Complete service-specific RA	Highlight required task cards. Located at back of task card pack.	<input type="checkbox"/>
Collate and review all relevant task specific cards	Core safety task cards are in your folder, additional task cards including general task cards can be located on the HSE webpage. Site specific hazards can be added to the back of each task card.	<input type="checkbox"/>
Safety task cards reviewed with staff	Train the team on task cards relevant to their role. Sign off training cards; add hazards/controls if needed. Keep safety cards readily available for staff to refer to at any time.	<input type="checkbox"/>
Remove non-required task cards	Place at back of folder.	<input type="checkbox"/>
Site manager declarations	Sign and date	<input type="checkbox"/>
Workplace statutory declaration (premises form)	Record document locations (LOLER, Gas certs, etc.); ensure client signs and copies are shared.	<input type="checkbox"/>
Fire emergency plan	Complete using client plan as reference.	<input type="checkbox"/>
HSE quarterly checks	Complete at start of each logbook arrival. Ensure to put through origami app.	<input type="checkbox"/>
H&S 6-month meeting	Complete initially and every 6 months.	<input type="checkbox"/>
Repairs and maintenance log	Update as required.	<input type="checkbox"/>
WSMS Review	Confirm understanding that this is every 3 years OR when there is a accident / incident/ new equipment or structural changes or a new site manager.	<input type="checkbox"/>



[Workplace Safety Management System | Compass HSE](https://mycompasshse.co.uk)  
([mycompasshse.co.uk](https://mycompasshse.co.uk))

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### Workplace Safety Management System Training Record

<b>Employee Name:</b>		<b>Employee Unique Number:</b>	
<b>Employee Job Role:</b>			
<b>Unit Name:</b>		<b>Unit Number:</b>	
<b>Unit Manager:</b>		<b>Date:</b>	

Training	Completion		Refresher	
	Employee Signature	Date	Employee Signature	Date
Site Safety Information Pack				
STOGE 13 Goods receipt and storage				
STOCS 02 Walk-in chillers and freezers				
STOCS 03 Use of ovens				
STOCS 04 Use of cooking ranges				
STOCS 05 Use of ovens and contact grills				
STOCS 06 Multifunctional volume cooking				
STOCS 07 Using deep fat fryers				
STOCS 08 Cleaning deep fat fryers				
STOGE 01 Use of microwave ovens				
STOCS 09 Use of <del>Microwaved</del> ovens				
STOGE 02 Use of toasters				
STOCS 10 Hot food service equipment				
STOCS 11a Safety with sharp knives				
STOCS 11b Sharpening knives with a sled				
STOCS 12 Use of manual slicers				
STOCS 13 Use of slicing machines				
STOCS 14 Use of potato peeling machines				

Document Name	Workplace Safety Management System Training Record	Document No	WS.TRC.CS.01
Document Owner	Workplace Safety	Date of Issue	July 2022
Classification	Internal Use	Version No	1.0

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**COMPASS GROUP**

Training	Completion		Refresher	
	Employee Signature	Date	Employee Signature	Date
STOCS 15 Use of handheld blenders				
STOCS 16 Use of food processors and blenders				
STOCS 17 Use of <del>boozes</del> can openers				
STOCS 18 Food service counters				
STOCS 19 Use of bag and sandwich sealers				
STOCS 20 Dough rolling				
STOCS 21 Handling and use of flour				
STOCS 22 Waiting activities				
STOCS 23 Waiting activities – children and infants				
STOCS 24 Use of urns and hot water boilers				
STOCS 25 Hot beverage service				
STOCS 26 Use of hot and cold beverage dispensing machines				
STOCS 27 Babies and infants – heating bottles and food				
STOCS 28 Babies and infants – use of high chairs				
STOCS 29 Polishing glassware				
STOCS 30 Handling, use and cleaning of glass, <del>globe</del> and crockery				
STOCS 31 Manual dishwashing				
STOCS 32 Machine dishwashing				
STOGE 03 Damp mopping				
STOGE 04 Disposal of general waste				
STOGE 05 Use of waste compactors				
STOCS 33 Cleaning extraction canopy				
STOCS 34 Use of gas appliances				
STOCS 35 Vending machines				

Document Name	Workplace Safety Management System Training Record	Document No	WS.TRC.CS.01
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## Workplace Safety Management System

# Site Safety Information

Unit Name \_\_\_\_\_  
Unit Address \_\_\_\_\_  
\_\_\_\_\_  
Unit Number \_\_\_\_\_

W5.TM.ES.Pack.02

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Compass UK & Ireland  
Workplace Safety Management System

### What are the hazards and how might they harm?

- Burns/scalds from contact with hot surfaces or equipment
- Ignition of overheated food or other flammable items
- Slip injuries from spillages
- Back and muscle strain from handling heavy items
- Electric shock or burns from incorrect use or damaged/faulty equipment

### What other precautions should be taken?

- Use oven gloves or cloths when handling hot items
- Clean up any spillages immediately

### Use of oven and contact grills (including salamanders, griddles, panini/toastie/waffle/crepe makers)

Safety Task Card  
**STCCS 05**

Unit Managers – use page overleaf to list any hazards and control measures specific to your site which are not listed below

#### Safe System of Work

- Portable equipment should be placed on a firm and level surface and should not be positioned above range tops or ovens which would require the user to lean over potentially hot equipment.
- Ensure plug sockets are close to the equipment and do not risk cables being overstretched and potentially damaged.
- Limit the use of oven shelves above eye level as much as possible, especially when hot liquids and fats could spill from cooking containers when they are being lifted into or out of the oven.
- Don't stand in front of eye-level grills and salamanders unnecessarily, to avoid burns to the eyes and face.
- Never leave food unattended during cooking.
- Do not place items on top of salamanders and other equipment.
- Use oven cloths or gloves when handling hot equipment.
- Use safe manual handling practices when moving equipment.
- Isolate the equipment and allow it to cool before cleaning.
- Regularly remove carbonised fat and food debris from equipment.
- Clean up spillages as they occur and use wet floor warning signs when appropriate.

If you have any concerns, stop and speak with your line manager before proceeding.



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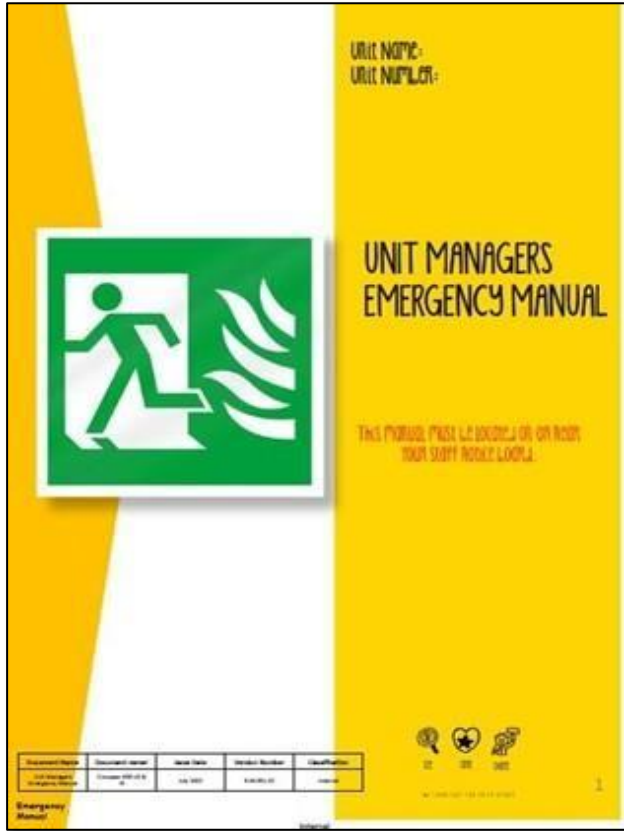


# Workplace Safety

## The Unit Manager Emergency Manual

Being informed about what to do in an emergency means you can help yourself and others when an incident happens. In a real-life emergency, knowing a few safety tips will help you to stay calm and help yourself and others. Remember not to put yourself in danger and alert the emergency services as soon as possible.

Requirement	Action to Complete	Tick
Make the Unite Managers Emergency manual site specific	Complete the relevant pages, display on the staff notice board, ensure the team are aware of its contents and how to use it.	<input type="checkbox"/>





Posters, signage and stickers.

Requirement	Action to Complete	Tick
Policy statements, Safe Contractor and liability	Print off and display Insurance documents (Compulsory), display Compass Quality, Health & Safety and Environment policies (recommended). Safe Contractor and ISO certificates can be viewed online on the HSE webpage.	<input type="checkbox"/>
HACCP posters	Where space allows HACCP posters should be displayed in the appropriate corresponding work area. More can be purchased or downloaded from AIR3 if required for bigger more complex sites.	<input type="checkbox"/>
Chemical Hazard symbols	Additional COSHH posters are available on AIR3 in COSHH section if required. Display on COSHH cupboard.	<input type="checkbox"/>
First Aid and emergency information	Fill out First aider list, apply signs near first aid boxes and display fire emergency action plan in prominent area.	<input type="checkbox"/>
Sink signage usage and hand wash	Display as required, Hand wash, Food Wash, equipment wash.	<input type="checkbox"/>
Warning signage	Hot surface warning signage on all hot equipment and dangerous equipment signage must be clearly displayed.	<input type="checkbox"/>
Preparation signage RAW RTE or multi use section signage.	Place signage as appropriate to your site. Ensure signage is displayed on raw meat fridges, and items such as cling film dispensers, sanitiser and other raw specific items are labelled for raw use.	<input type="checkbox"/>
Emergency cut off signage	Display at point of emergency cut off.	<input type="checkbox"/>
Dishwash sign	Display in dishwasher area.	<input type="checkbox"/>
Authorised personnel signage and usage	Display on kitchen entrance.	<input type="checkbox"/>



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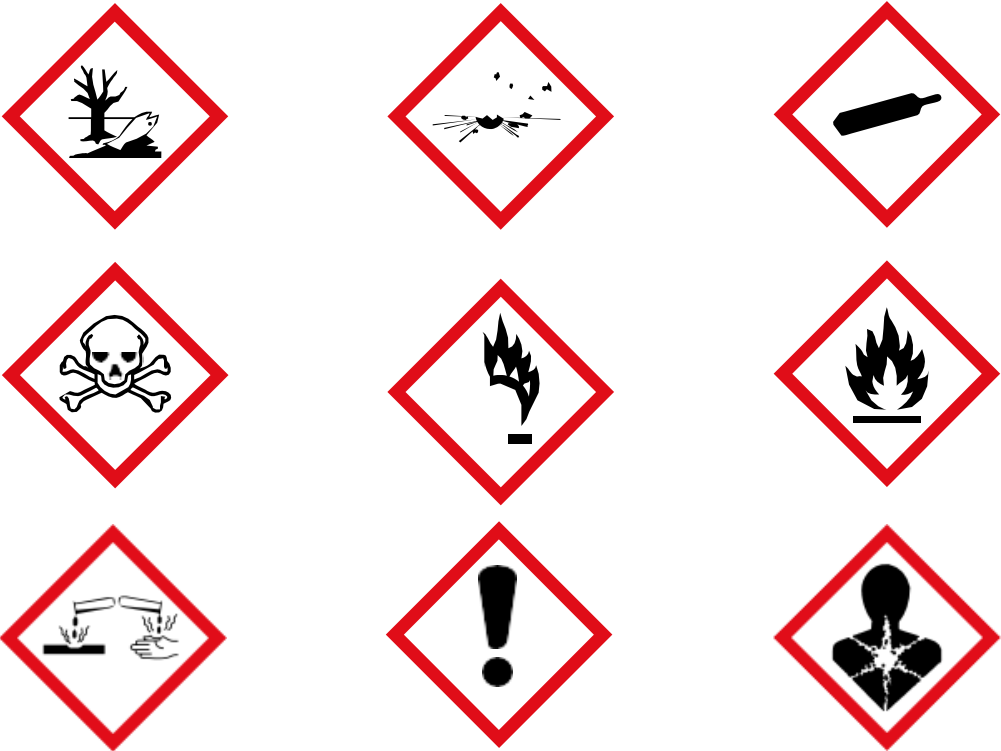


[Chemical Safety \(COSHH\) | Compass HSE \(mycompasshse.co.uk\)](http://mycompasshse.co.uk)

### Site/Unit Manager`s COSHH Responsibilities

The **COSHH Product Inventory** is used to list all substances and products used and/or stored in a site/unit. For each product listed on the inventory form you must also show that the COSHH Product Assessments and Task Cards have been downloaded and reviewed, and that the Safety Data Sheet for Non-Ecolab products is available where this is required.

The **COSHH Risk Assessments** for each product have been prepared using the information on the most recent Material Safety Data Sheets for Ecolab. **Unless you are contractually required to do so, you DO NOT need to download and keep a paper copy of any Material Safety Data Sheets for any Ecolab products.**



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Requirement	Action to Complete	Tick
Compass COSHH Policies and Procedures	Download the procedure and review responsibilities. <a href="#">COSHH Policies &amp; Procedures</a>	<input type="checkbox"/>
COSHH Product Inventory	Complete the Inventory (ES05 in WSMS), list all chemicals used in the unit.	<input type="checkbox"/>
Download COSHH Risk Assessments	Download all relevant RA's for products in use. Ensure correct assessment selected where similar product names exist (e.g. Oasis Pro 16 & Oasis Pro 20).	<input type="checkbox"/>
RA's and Safety Task Cards downloaded and reviewed.	Download and review all relevant RA's & Safety task Cards. Display safety task cards where at the point of use to ensure easy access for the staff,	<input type="checkbox"/>
Communicate Hazards & PPE Requirements	Ensure colleagues understand hazard warnings, risk phrases, safety precautions and required PPE from RA's and Safety task Cards.	<input type="checkbox"/>
Hazardous substances training card completed.	Ensure all staff are trained on all COSHH RA's and safety task cards and this is recorded on the hazardous substances training card.	<input type="checkbox"/>



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### Chemical Inventory ES05

Compass UK & Ireland  
Workplace Safety Management System

ES05		Chemical Product Inventory	
Unit Name		Unit Number	
Inventory Completed	Date	Signed	
1 <sup>st</sup> review	Date	Signed	
2 <sup>nd</sup> review	Date	Signed	
3 <sup>rd</sup> review	Date	Signed	

**Note:** Inventory must be reviewed every 12 months with new products added as and when required. Inventory to be retained for a period of 6 years.

List all chemicals used on site below, ensuring all chemicals used are considered, as well as cleaning products this includes chafing fuel, paints, any solvents, pesticides etc.

Paper copies of Safety Data Sheets for Ecolab Products are not required to be provided in the folder and these are available on the Compass HSE website. For non-Ecolab products a relevant Safety Data Sheet must be kept in the folder. For these products a COSHH Product Assessment must also be completed. If this is not available on the website contact your HSE Lead or H&S Regional Manager for assistance.

Supplier	Product	COSHH Product Assessment in place?	Task Card in place?	Safety Data Sheet available? (non-Ecolab)	Comments
e.g. Ecolab	Wash and Wash	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
e.g. Ulma	Rinse	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Document Name: Chemical Product Inventory | Document No: WS.RA.ES.05.02  
 Document Owner: Workplace Safety | Date of Issue: October 2024  
 Classification: Internal Use | Version No: 2.0

### Chemical Training Record

COMPASS HSE

#### Hazardous Substances Training Record

Employee Name: \_\_\_\_\_ Employee Unique Number: \_\_\_\_\_  
 Employee Job Role: \_\_\_\_\_  
 Unit Name: \_\_\_\_\_ Unit Number: \_\_\_\_\_  
 Unit Manager: \_\_\_\_\_ Date: \_\_\_\_\_

List all hazardous substances used for tasks completed by the employee. Ensure all hazardous substances used are considered, as well as cleaning products this includes chafing fuel, paints, any solvents, pesticides etc.

Hazardous Substance	Completion			Refresher		
	Employee Signature	Date	Trainer Name	Employee Signature	Date	Trainer Name
Omni Pro20						
Trump XL Special						
Mult EL10						

### Chemical Product Assessment (CPA)

PRODUCT ASSESSMENT - CPA

The SDS for this product - although it is not specifically required - is available from <https://en.ecolab.com/uk-search>

Product Name & Description: Trump XL Special | Machine Wansharing Detergent

Product Classification: (in concentrate form)

Product Classification: (when diluted and in use) Not Classified

PPE Required (concentrated): Eye/Face protection (EN 166) - Safety glasses with side shields, gloves and goggles are a requirement for this product when used by ALL colleagues as per Compass policy and best practice.

PPE Required (diluted): Not required under SDS. However Gloves are a requirement for this product when used by ALL colleagues as per Compass policy and best practice.

Activity Time: 2 minutes | Users: Only Trained Personnel

Frequency of Use or Task: Weekly (marked with X)

Persons Exposed: Users and persons in vicinity

First Aid Information:

- Eye Contact: Flush immediately with plenty of water, also under the eyelids, for at least 15 minutes. Remove contact lenses, if present and easy to do, continue rinsing. Get medical attention immediately.
- Skin Contact: Wash off immediately with plenty of water for at least 15 minutes. Wash clothing before reuse. Thoroughly clean shoes before reuse. Get medical attention immediately.
- Inhalation: Remove to fresh air. Treat symptomatically. Get medical attention if symptoms occur.
- Ingestion: Flush mouth with water. Do NOT induce vomiting. Never give anything by mouth to an unconscious person. If conscious, drink 2 glasses of water. Get medical attention immediately.

Fire Fighting Measures: Use extinguishing measures that are appropriate to local circumstances and the surrounding environment. Store in a cool dry room. Do not mix with other chemicals.

Accidental Release Measures: If an accidental release occur ensure people and colleagues are moved away. Ensure the spill is dealt with by trained colleagues (i.e. know how to deal with spills and how to use spill kits) and wear appropriate PPE. Follow the Immediate Spill Response Plan contained within the Environment Toolkit and the Unit Managers Emergency Manual. If you have any queries please contact your HSE Manager or the HSE Helpline on ...

### Chemical Safety Task Card

#### SURFACE/EQUIPMENT SANITISING – Aseptoprol 76

**READ BEFORE STARTING PROCEDURE**

Use your cleaning tools – Blue Paper Towels

Please reference the relevant Safety Data Sheets, risk assessment and safe system at work documents.

**1 Always wear correct PPE**

**2 Work Safely** When necessary unplug item and ensure it is cool and empty

**3 Remove debris and heavy dirt before cleaning**

**4 Spray Aseptoprol 76 directly on to the surface to be sanitised**

**5 Wipe surface with blue paper towel to spread chemical. Allow contact time of 1 min**

**6 Rinse with clean water and allow to air dry**

Use this method to sanitise the following items:

- Walk-in freezer
- Blast chiller
- Ice machine
- Restaurant chair
- Food storage bins
- Microwave oven
- Soup pot
- Dumb waiter
- Toaster
- Racking and shelving
- Steamer
- Rice cooker
- Chopping board
- Display cabinet
- Tilting kettle

WSTC 156 02 | Helpline: 02920 855540 | **ECOLAB**

**Task Cards** - Indicate the hazard pictograms that will be displayed on the product labels as well as the correct PPE that should be worn when completing each task, which is based on the COSHH classifications.



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# Personal Protective Equipment

Health and safety regulations relating to PPE require employers to provide suitable personal protective equipment to employees who may be exposed to a risk to their health and safety whilst at work, except where such risk has been adequately controlled by other means which are equally or more effective.

The Site Manager is responsibilities, include:

Requirement	Tick
Provide appropriate PPE, where identified, through risk assessment process (ES 06 in WSMS).	<input type="checkbox"/>
Complete and review PPE Risk Assessment annually.	<input type="checkbox"/>
Train employees in correct use and care of PPE.	<input type="checkbox"/>
Ensure PPE fits users comfortably and provides adequate protection.	<input type="checkbox"/>
Provide suitable, clean storage facilities for PPE.	<input type="checkbox"/>
Complete a PPE Record of Issue for each employee (ES06a in WSMS).	<input type="checkbox"/>
Inspect condition of PPE regularly and reissue as necessary.	<input type="checkbox"/>

## PPE REVIEW REQUIREMENTS

- Check the cleanliness and condition of PPE regularly.
- Replace PPE as necessary when worn or damaged.

PPE Catalogue Guide can be found at [PPE Guide](#)



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# AIR3

## ALL INCIDENT REPORTING SYSTEM

### Incident Reporting and HSE Website

All incidents must be reported on the AIR3 system. This can be found on Connect by clicking on the AIR App on the homepage. [AIR3 | Compass HSE](#)

**All Accidents, Near Misses, Hazard Observations, Environmental Incidents, Alleged Food Poisoning, Food Allergy, Foreign Body Incidents and Food Quality Incidents, Pest Infestation, Enforcement Contact and Security Response (where applicable) must be reported on the AIR3 system.**

Select the Type of New Incident

<p><b>Compass (inc Constellation) Employee Injury or Abuse Report</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>An employee reports a workplace injury or physical or verbal abuse, no matter how minor.</li> <li>Note: An Incident Investigation Pack must also be completed by the Site team.</li> </ul>	<p><b>Non-Compass Employee Injury Report</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>A member of external agency staff, public, contractor, client team or any other Non-Compass person is injured as a result of our work activity.</li> <li>Note: An Incident Investigation Pack must also be completed by the Site team.</li> </ul>
<p><b>Near Miss/ Fire/ Driving Whilst on Company Business</b></p> <p>FOR ALLERGEN NEAR MISSES PLEASE USE THE FOOD SAFETY INCIDENT FORM BELOW</p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>Any employee, non-employee is involved in an incident that did not cause an injury but had the potential to do so.</li> <li>A fire occurs in the unit that is caused by our work activities.</li> <li>A driving incident occurs that causes damage to a third party.</li> <li>Note: There is no requirement for an Incident Investigation Pack to be completed.</li> <li>You will however be requested by AIR3 to complete a Corrective Actions Taken Report.</li> </ul>	<p><b>Hazard Observation</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>Any member of the Compass team spots a hazard that may have the potential to cause harm or incident.</li> <li>Note: There is no requirement for an Incident Investigation Pack to be completed.</li> <li>You will however be requested by AIR3 to complete a Corrective Actions Taken Report.</li> </ul>
<p><b>Food Safety Incident</b></p> <p>THIS FORM SHOULD BE USED TO RECORD ALLERGEN NEAR MISSES ALSO.</p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>Any customer makes a report of an allegation of food poisoning.</li> <li>Any customer makes a complaint about a foreign body in their food.</li> <li>Any customer makes a complaint about a food allergy or intolerance or suffers from an allergic reaction.</li> </ul>	<p><b>Pest Infestation</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>You spot signs of pest activity such as droppings, gnaw marks, live sightings or dead pest remains.</li> <li>Pests could include: mice, rats, flies, insects, cockroaches and birds.</li> <li>In all incidents, please ensure you follow the Compass Pest Escalation process contained in GHP 3 – Pest Control available in the Food Safety Management Section of the HSE Website.</li> </ul>
<p><b>Food Quality Incident</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>Any customer makes a report of an undercooked food item.</li> <li>Any customer makes a complaint about mould or spoilage growth in their food.</li> <li>If any customer makes a complaint about an incorrectly labelled food item.</li> </ul>	<p><b>Environmental Impact</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>There has been a spill (of oil, fuel, chemicals, milk, alcohol, sewage or other)</li> <li>Polluting emissions release to air (gas, dust, fumes, black smoke or other)</li> <li>Waste has been deliberately littered, dumped or burnt on site.</li> <li>Site activities give rise to complaints (noise, odour, light, dust, vibration, visual)</li> <li>Site activities cause damage to biodiversity (plants or wildlife)</li> </ul>
<p><b>Enforcement Contact</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>Any Environmental Health Officer visits site for a Food Hygiene Inspection or any other reason.</li> <li>Trading Standards visits or inspections.</li> <li>Fire, Police or any other emergency services visits site to conduct an investigation or inspection.</li> <li>Health and Safety Executive or any other enforcing body visits site to conduct any investigation or inspection.</li> </ul>	<p><b>Security Response</b></p> <p>To be used when:</p> <ul style="list-style-type: none"> <li>Any security response that results in no injury is conducted.</li> <li>This could include, Patient negative behaviours, Visitor/ Relative negative behaviours or a restraint.</li> <li>PLEASE NOTE: If an injury occurs to a security officer, this must be logged as an Employee Injury.</li> <li>PLEASE NOTE: If an injury occurs to a patient, visitor, relative or other, this must be logged as a Non-Employee injury.</li> </ul>

AIR3 Guidance is available to assist you with completing any AIR3 report, click on the [AIR3 Guidance](#) link to direct you to this document.

Any incidents which may be reportable under TRIFR (Total Reportable Injury Frequency Rate), e.g. RIDDOR, Lost Time, Medical Treatment or Restricted Work or MFSIR (Material Food Safety Incident Rate) i.e. Allergic reactions and Food poisonings **must** be reported on AIR3 immediately and investigated within 24 hours.



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## Incident Reporting Training & Resources

### **Accidents**

**Incident Information Pack must be completed for all incidents resulting in injury.**

#### **Incident Investigation Pack (IIP)**

The latest version of the **incident pack** must be used. This can be found on the Air 3 reporting page, scroll down this front page to find packs for Safety incident. [AIR3 | Compass HSE](#)

**It is imperative** that the pack is completed in full, with all relevant documents attached, including injured persons statement, witness statements, full Training Record Card for the injured person and any relevant Risk Assessments and Safety Task Cards. Page 2 contains a list of documents required.

**Packs must be completed within 48 hours of the incident** and can be uploaded directly into the 'Unit incident Review' section of your case on AIR3 using the grant access link OR sent to the HSE Department using the address on the form.

We encourage all our units to report any **Near Miss** incidents and **Hazard Observations**. A true Near Miss is an incident that has not resulted in injury but highlights any potential hazards to avoid incidents.

An IIP Pack is **not** required for a safety Near Miss or Hazard Observation.

For Hazard observations ensure to display the poster in staff areas. Encourage the team to scan the QR code and enter the details of the hazard and/or near miss. This takes 2 minutes to scan the QR code, enter information and submit.


# AIR3

## ALL INCIDENT REPORTING SYSTEM


### AIR3 REPORT IT ON AIR3 WITH QR CODES

COMPLETING A HAZARD OBSERVATION, NEAR MISS, INCIDENT REPORT, SAFETY WALK OR QUARTERLY RECORD COULDN'T BE EASIER. YOU CAN NOW JUST SCAN THE RELEVANT QR CODE AND COMPLETE THE FORM USING YOUR UNIT INFORMATION.

**HAZARD OBSERVATION OR NEAR MISS**




**COMPASS EMPLOYEE OR NON EMPLOYEE INJURY**




**REMEMBER:**  
For all injury incidents we are required to complete an Incident Investigation Pack. Once complete upload to AIR3 or email to: [hse@compass-group.co.uk](mailto:hse@compass-group.co.uk) within 7 days of reporting


**SAFETY WALK**



**FOOD SAFETY INCIDENT**



**QUARTERLY HSE RECORD**




H.S.P.000.01

### AIR3 REPORT A HAZARD OR NEAR MISS

SO WE CAN ALL NOW DO OUR BIT AND LOOK OUT FOR EACH OTHER TO PREVENT INCIDENTS BEFORE THEY HAPPEN BY REPORTING A HAZARD OBSERVATION OR NEAR MISS. REMEMBER IF YOU CAN SAFELY REMOVE A HAZARD THEN PLEASE DO SO.

COMPLETING A HAZARD OBSERVATION OR NEAR MISS REPORT COULDN'T BE EASIER. YOU CAN NOW JUST SCAN THE BELOW QR CODE AND COMPLETE THE FORM USING YOUR UNIT INFORMATION WHICH IS SUPPLIED BELOW TO ENSURE YOUR UNIT MANAGER IS INFORMED OF THE HAZARD OR NEAR MISS

Use when you have spotted a hazard which may lead to an incident or injury



REPORT A HAZARD OBSERVATION OR NEAR MISS SCAN THE QR CODE ADJACENT:

Use when there is a near miss incident that could of resulted in an injury

Unit Number \_\_\_\_\_  
 Unit Manager Name \_\_\_\_\_  
 Unit Manager Phone No. \_\_\_\_\_  
 Unit Manager Email \_\_\_\_\_

H.S.G.041.01

### INCIDENT INVESTIGATION PACK

This Pack must be completed within 48 hours of the incident by the Unit Manager, Team Leader, and/or Supervisor for all accidents that occur at a Unit - Please check that you have actioned all points as soon as the injured person has been treated.

It is critical that all relevant paperwork in respect of the incident is obtained, copied and placed together within this incident pack.

**YOU MUST TAKE THIS PACK WITH YOU TO THE LOCATION OF THE INCIDENT**

Please use the checklist on page 3 to complete all parts of this pack.

**AT THE TIME OF THE INCIDENT - Gathering key information.** This involves gathering information including witness details/statements/diagrams/photos etc. (see appendix 1 to 3 for statement templates).

**AFTER THE INCIDENT - Reporting and escalation requirements.** You must report the incident via the AIR3 Incident Reporting system as soon as possible after the incident has occurred. If you have the computer access, you can telephone the Accident Reporting Line on 0121 457 5194. You must also escalate incidents in accordance with the requirements of the Unit Managers Emergency Manual and Crisis Management Plan.

**AFTER THE INCIDENT - Documentation review and storage.** You must gather all required paperwork as detailed on Page 2 and retain a copy of this pack in a secure and easily retrievable location in your Unit. It is important that you write your notes clearly in the sections provided at the time of the incident. This document must be retained for a period of 6 years. You will also be requested to upload copies of this incident pack and relevant supporting documents to AIR3 if you have the capability to do so. Alternatively, you can post it by recorded delivery to **HSE Department, Compass Group UK & I, 24 Parklands, Parklands Court, Rubery, Birmingham, B45 9PZ.** For Ireland please send to: 3rd Floor, 43a Yeats Way, Parkway Business Park, Dublin 12.

Person completing this form:	
Name:	Sector:
Employee Number:	Job Role:
Compass Unit Number:	Unit Name:
Date & Time of Incident:	AIR3 Reference:
Full postal address of unit (incl. post code & telephone number)	
Unit email address:	
Injured Person Details:	
Name:	Agency/Contractor Name:
• Compass Employee • Agency Contractor • Member of the public • Client member of staff • Work Experience	
Body Part Injured:	
e.g. Head, Arm, Hand, Torso, Leg, Foot etc.	e.g. Bruise, cut, burn, fracture etc.
Cause of Injury:	
e.g. Slip/Trip/Fall, Contact with heat, Contact with Sharp Object, Manual Handling etc.	e.g. Minor injury, Lost Time Injury or Major Injury

Document Name	Incident Investigation Pack	Document No	HSP/IOI/12
Document Owner	Health & Safety	Date of Issue	Nov 2020
Classification	Internal Use	Page No	1 of 4

### Compass Group UK & Ireland See Care Share - Effective Safety Walk Guide - Catering

**What is a Safety Walk?**  
The Safety Walk is an opportunity to walk the 'shop floor' to observe and interact with our colleagues in their work environment, and to reaffirm good safety standards and behaviours.

See → Observe colleagues in carrying out their day-to-day work  
 Share → Help and assist in making the workplace a safer place  
 Care → Understand how their tasks are performed 'on the job'  
 Share → Reaffirm positive behaviours

**The Process of The Safety Walk:**  
 Prepare → See → Care → Share

**What to Consider During Your Safety Walk:**

- DELIVERIES** - Are deliveries checked and put away safely?
- SUSTAINABILITY** - what loads are on the trolleys, are seasonal foods being used? Does there appear to be excessive food wastage?
- STORAGE** - Is food stored at the correct temperatures; chilled is at or below +5°C and frozen at or below -18°C
- EQUIPMENT & STRUCTURE** - Is equipment fit for purpose? Is it in good condition? Is all the lighting working and is sufficient to work safely?
- HYGIENE** - Are staff washing their hands, are they wearing clean uniforms, without jewellery? Are they fit to work?
- CLEANLINESS** - Are the work areas, surfaces and equipment clean and tidy? Is there any evidence of pest activity?
- SEGREGATION** - Is there separation of raw and ready-to-eat foods in fridges? Are separate boards and equipment being used?
- SLIP & TRIP** - Are slip hazards adequately controlled? Is the workplace free of obstructions?
- RECORDS** - Are daily / weekly HSE checks being completed? Do colleagues know why they need to complete them?
- ALLEGES** - Is there an accurate allergen report for all menu items?

Please note: Safety Walks can take place in any part of the venue and the above principles should be applied to both food and non-food areas of the unit.

**Recording Your Safety Walk**  
Download the **Compass Mobile App** on your mobile by scanning the applicable QR code. Once you report to the app enter the Account Name, click 'Continue', select the a barcode reader and enter the 8-digit password for your sector. (This can be found on the on the Original Safety Sector Access Card) document or by contacting [hse@compass-group.co.uk](mailto:hse@compass-group.co.uk)

ANDROID USERS SCAN HERE   
 APPLE USERS SCAN HERE 

H.S.G.027.04 WE LOOK OUT FOR EACH OTHER



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# AIR3

## ALL INCIDENT REPORTING SYSTEM

### Allergic Reactions, Alleged Food Poisoning and Foreign Bodies

All **Food Allergy, and Food Allergy Near Misses** must be reported on the Food Safety Form on AIR3 and an Allergen Incident investigation pack completed within 48 hours. This must be uploaded to the case on AIR3 via the grant access link or sent to the HSE department – address on the form.

**Alleged Food Poisoning (AFP) and Foreign Body Incidents.** AFP's & Foreign Body incidents will be investigated with at site level with support from the HSE team. All **Enforcement Officer Visits** to your unit must also be reported on AIR3. This should be done on the day of the visit. The Officer will usually leave a hand-written report, but it is recommended that you make notes of any conversations that take place with the EHO, so when you

**ALLERGY INCIDENT INVESTIGATION PACK**

This Pack must be completed within 48 hours of the incident by the Unit Manager, Team Leader, and/or Supervisor for all food allergy incidents that occur at a unit – Please check that you have actioned all points as soon as the injured person has been treated. It is critical that all relevant paperwork in respect of the incident is obtained, copied and placed together within this incident pack.

**YOU MUST TAKE THIS PACK WITH YOU TO THE LOCATION OF THE ALLERGY INCIDENT**

Please use the checklist on page 3 to complete all parts of this pack.

**AT THE TIME OF THE ALLERGY INCIDENT – Gathering key information.** This involves gathering information including witness details/statements/diagrams/photos etc. (see appendix 1 to 3 for statement templates).

**AFTER THE ALLERGY INCIDENT – Reporting and escalation requirements.** You must report the incident via the AIR3 Incident Reporting system as soon as possible after the incident has occurred. If you have no computer access, you can telephone the Accident Reporting Line on 0121 457 5194. You must also escalate incidents in accordance with the requirements of the Unit Managers Emergency Manual and Crisis Management Plan.

**AFTER THE ALLERGY INCIDENT – Documentation review and storage.** You must gather all required paperwork as detailed on Page 2 and retain a copy of this pack in a secure and easily retrievable location in your Unit. It is important that you write your notes clearly in the sections provided at the time of the incident. This document must be retained for a period of 6 years. You will also be requested to upload copies of this incident pack and relevant supporting documents to AIR3 if you have the capability to do so. Alternatively, you can post it by recorded delivery to: HSE Department, Compass Group UK & Ireland, Parklands Court, Rugeley, Birmingham, B45 9PZ. For Ireland please send to: 3rd Floor, 43a Yeats Way, Parkwest Business Park, Dublin 12

Person completing this form:	
Name:	Sector:
Employee Number:	Job Role:
Compass Unit Number:	Unit Name:
Date & Time of Incident:	AIR3 Reference:
Full postal address of unit incl. post code & telephone number	
Unit email address:	
Details of the person (s) who suffered an allergy related incident:	
Name and Contact Details:	<ul style="list-style-type: none"> <li>Compass Employee</li> <li>Agency</li> <li>Member of the public</li> <li>Client member of staff</li> <li>Other</li> </ul> Agency/Contractor Name:
Food / menu item consumed:	Customers specific allergy / food intolerance: (e.g. Milk, egg, celery, fish, peanut etc)
Details of food allergen consumed: (e.g. Milk, egg, celery, fish, peanut etc)	Had we been advised of the customers allergy before serving? <input type="checkbox"/> YES <input type="checkbox"/> NO
Did the customer have a reaction? <input type="checkbox"/> YES <input type="checkbox"/> NO	Circle the relevant response: YES NO
Was the Allergen Information Available? <input type="checkbox"/> YES <input type="checkbox"/> NO	Circle the relevant response: YES NO

Document Name: Food Allergy Incident Investigation Pack | Document No: HSP/08/401  
 Document Owner: HSE | Date of Issue: July 2025

**SAFE FOOD** | Compass Group UK & Ireland  
**Alleged Food Poisoning Reporting Form**

Use this initial reporting form to gather and record information about the incident when you are speaking to the individual and the team about the incident. Once completed this should be used to complete the AIR3 Online Reporting Form and should be retained for 6 months with all appropriate evidence and supporting information.

WHERE & WHEN	
Unit Name:	Unit Number:
Date Reported:	Date of Incident:
Exact Location of Incident:	Time of Incident:
Your First Name:	Your Surname:
Your Job Title:	Telephone No.:
Your Email Address:	
RM/OD/BD Email Address:	

INCIDENT DETAILS	
What Did They Eat?	
Was it Made in Unit? <input type="checkbox"/> Yes <input type="checkbox"/> No	If No, Provide Supplier Name:
Incident Description: (Provide a summary of the service, when the food was delivered, prepared and type of service)	

COMPLAINANT DETAILS			
Who Was Involved?	Customer:	Contractor:	Employee / Agency Staff:
Other (Provide Details):			
Title:			
First Name:		Surname:	
Address:			
Postcode:		Contact No.:	
Any Other Complaints?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	If Yes, How Many?	
Complainant Reported Incident to EHO / Trading Standards:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	If Yes, Provide Details:	

FS.F.036.03 | SERVED WITH YOU IN MIND | 1



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Please check See Care Share regularly. [See Care Share | Compass HSE](#)

Monthly See Care Share updates can be found here. [Monthly See Care Share Update | Compass HSE](#)

The HSE webpage also contains other information, and training documents check out ‘[Sector HSE](#)’, and ‘[Training and Awareness](#)’

## February See Care Share Monthly Update

In the February edition of the See Care Share Update, we are reminding you to Put a Lid on It, as part of scalds, there is also a short video that can be shared with your front-line teams to remind them in a positive service, we are raising awareness on the service of drinks with milk and alternatives to milk process, such as shakes. To ensure we are managing the allergen risks associated with this service. Our take home safety message is getting you ready for Time to Talk Day 2026, which will be on 5<sup>th</sup> February. So please share and encourage your family, friends and loved ones.

Click on the links below to access the materials;

[See Care Share Update – February 2026](#)

[Put a Lid on It – Hot Beverage Awareness Poster](#)

[Food Safety Conversation Allergen Awareness Milk and Alternatives to Milk Drinks](#)

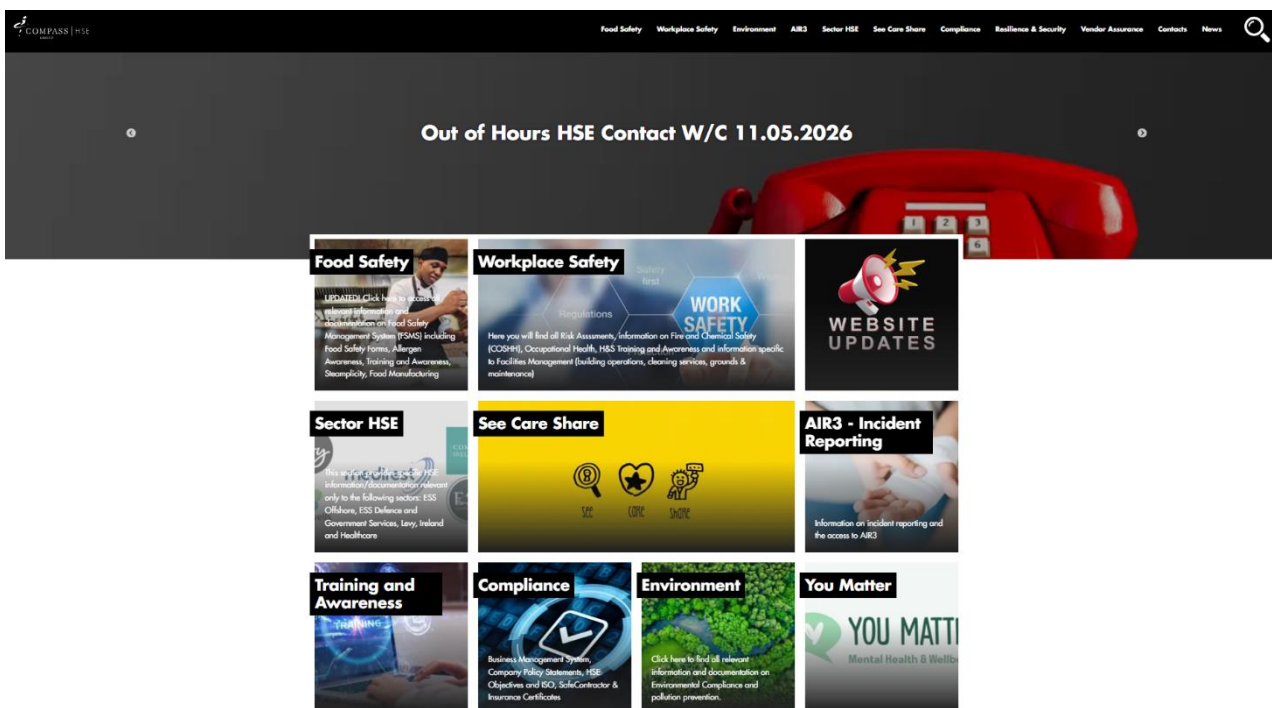
[Food Safety Conversation Milk and Alternatives to Milk Drinks Compass One Only](#)

[Updated Training Record Card](#)

# Compliance

## [Home | Compass HSE](#)

The **HSE Website** is accessed through the HSE homepage. This is the hub for all HSE information and latest updates on documentation and legislation. New updates are posted on the front page and communicated to the business in the Weekly Communication.



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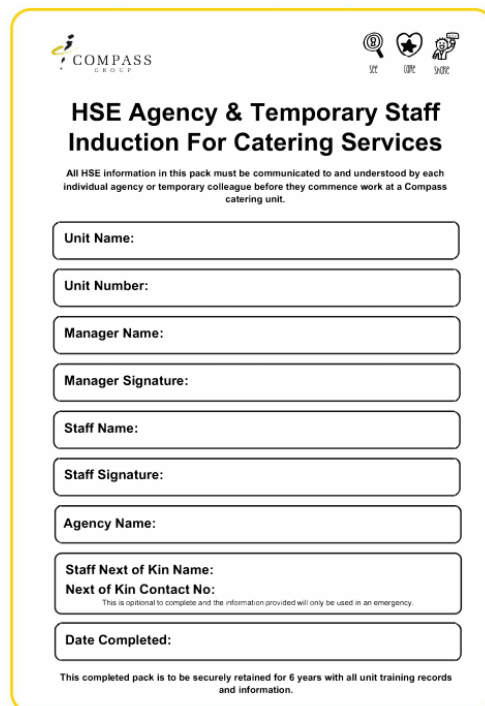
# Compliance

## New Starter, Temporary Workers/Agency Employees Induction Checklist

The New Starter/Temporary Workers/Agency Induction Checklist must be completed for all relevant workers in your business.

This ensures that all colleagues working in your unit are aware of the local health and safety processes and specifically includes a section on allergen awareness. It ensures that all temporary staff are properly inducted, which includes training in the correct allergen and food hygiene processes.

Unit Managers are accountable for ensuring this induction happens and that the checklist is completed and signed.



The form is titled "HSE Agency & Temporary Staff Induction For Catering Services" and includes the Compass Group logo and icons for HSE, Allergen Awareness, and Food Hygiene. It contains several input fields for personal and unit information, a disclaimer, and a retention policy.

**COMPASS GROUP**

Icons: HSE, Allergen Awareness, Food Hygiene

### HSE Agency & Temporary Staff Induction For Catering Services

All HSE information in this pack must be communicated to and understood by each individual agency or temporary colleague before they commence work at a Compass catering unit.

Unit Name:

Unit Number:

Manager Name:

Manager Signature:

Staff Name:

Staff Signature:

Agency Name:

Staff Next of Kin Name:   
Next of Kin Contact No:   
This is optional to complete and the information provided will only be used in an emergency.

Date Completed:

This completed pack is to be securely retained for 6 years with all unit training records and information.

HSE/TRC/002/01



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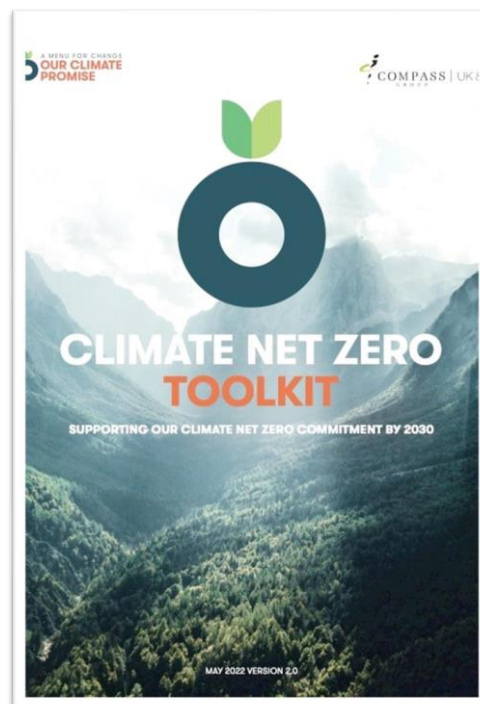
# Compliance

## The Net Zero Toolkit

The Toolkit was launched to help you effectively manage your Energy, Transport, Materials, Waste, Water and Prevent Pollution. There is an Environment section on the HSE Website [Environment | Compass HSE \(mycompasshse.co.uk\)](https://www.hse.gov.uk/compass)

This section will help you to complete the Environment Toolkit for your unit; it will also help you identify, report and respond to Environmental Incidents. The Resource Efficiency Programme will help you identify opportunities to get 'smarter' with your resources and save money.

The Toolkit should be reviewed annually and replaced with the latest version after 3 years.



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# Compliance

## HSE Meetings

A dedicated Health and Safety Meeting must take place and be documented at least every 6 months as a minimum. The template can be found on the HSE Website and completed minutes must be displayed on the noticeboard.

Ensure all team members contribute to the health and safety meeting, ask for their input.

Compass UK & Ireland  
Workplace Safety Management System

Health, Safety and Environment Meeting			
Unit Name and Address			
Meeting Date	Date	Meeting Time	
Attendees			
Apologies			
Agenda			
<ol style="list-style-type: none"> <li>See Care Share Moment</li> <li>Outstanding matters from previous meeting</li> <li>Health &amp; Safety                             <ul style="list-style-type: none"> <li>Incidents, hazard observations and near misses since last meeting</li> <li>Report on findings of any Audits, Inspections and Risk Assessments</li> <li>Changes to site equipment, services or work methods</li> </ul> </li> <li>Food safety issues</li> <li>Environmental issues</li> <li>Quality issues</li> <li>Changes to Company Policy or Procedures</li> <li>Training                             <ul style="list-style-type: none"> <li>Training since last meeting</li> <li>Training planned</li> </ul> </li> <li>Any other HSE matters that team colleagues wish to discuss</li> <li>Recognition/nominations for team members who should be recognised for their contribution to HSE</li> <li>Action plan</li> </ol>			
Document Name	HSE Meeting Minutes	Document No	HSE.F.009.03
Document Owner	Health and Safety	Date of Issue	May 2022
Classification	Internal Use	Version No	03

Compass UK & Ireland  
Workplace Safety Management System

1. See Care Share Moment			
Topic discussed during See Care Share Moment <i>(topic from the monthly See Care Share Update, lessons learned from a recent incident etc.)</i>			
2. Outstanding matters from previous meeting			
Details	Actions required		
3. Health and Safety			
<i>Incidents, hazard observations and near misses since last meeting (where a colleague was involved in an incident that resulted in injury, ask them if they would like to share their experience with the team)</i>			
Details and actions taken	Further actions required		
Report on findings of any Audits, Inspections and Risk Assessments			
Findings/outcomes	Any actions required		
Changes to Site Equipment, Services or Work Methods			
Details	Any actions required		
4. Food Safety Issues			
<i>Including alleged food poisoning, foreign body, allergen incidents and evidence of pests</i>			
Details and actions taken	Further actions required		
Document Name	HSE Meeting Minutes	Document No	HSE.F.009.03
Document Owner	Health and Safety	Date of Issue	May 2022
Classification	Internal Use	Version No	03



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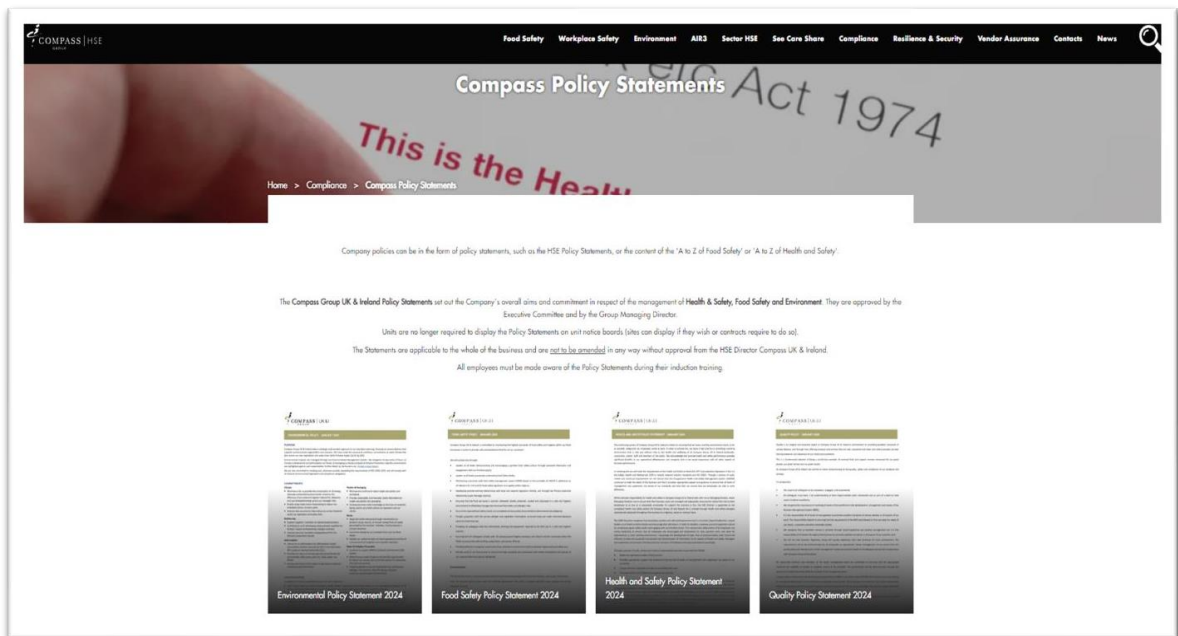
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# Compliance

## Policy Statements

The latest Compass Policy statements are available on the Compliance tab on the HSE Website [Compass Policy Statements | Compass HSE \(mycompasshse.co.uk\)](https://www.mycompasshse.co.uk)

There is no requirement to have the policies on display but your Team should have been briefed on their content and Training Record Cards signed.



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Always check Compass HSE website for updates.



[Website Updates | Compass HSE](#)

## Quarterly Record/ Allergen Risk Assessment/ Safety Walks

Scan QR code and then to Log in to record your audits on the Origami app - Go to Account name: Compass. Environment: Live then Select “Use a passcode instead”. The code for CH&CO is Chco12.



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# My Learning



A page similar to the one below will appear with any learning relevant to you.






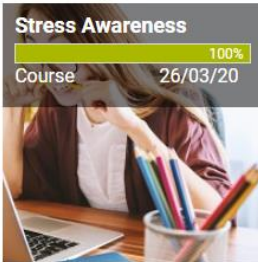
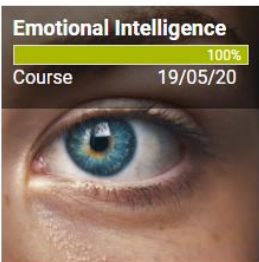
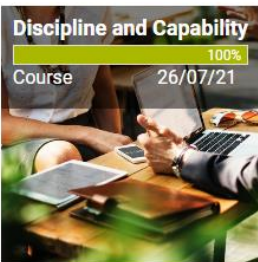

Any courses coloured red are overdue and should be completed as soon as possible. They will have a due date on them.

Courses coloured orange have already started, please complete as soon as possible. They will have a due date on them.

If you have any courses coloured green they will be completed and the completion date will be shown.

All Unit Managers should complete Managing Safely, if this has not been assigned to your learning portal, Please contact the Learning and Development Team on [Learning.and.Development@compass-group.co.uk](mailto:Learning.and.Development@compass-group.co.uk)

Managers are responsible for ensuring that team training is up to date and allow adequate time during working hours for team members to complete their training.

<b>Profit Protection</b> 100% Course 18/12/18 	<b>PCI Compliance</b> 100% Course 5/01/26 	<b>Health and Safety for Managers</b> 100% Course 17/06/21 
<b>Mental Health Awareness</b> 100% Course 26/03/20 	<b>Healthy Lifestyles</b> 100% Course 31/03/20 	<b>Stress Awareness</b> 100% Course 26/03/20 
<b>Emotional Intelligence</b> 100% Course 19/05/20 	<b>Discipline and Capability</b> 100% Course 26/07/21 	<b>Developing Your People</b> 100% Course 29/07/21 



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## Safety Behaviours



### COMMUNICATION **SPEAK OUT**

This theme is all about encouraging positive two-way dialogue.



### RISK ASSESSMENT **BE MINDFUL**

This theme focuses on worksite hazards and how we control them.



### INVOLVEMENT **GET INVOLVED**

This theme is about being proactive to help keep safety front of mind.

WE LOOK OUT FOR EACH  
OTHER

HSE.TM.001.05



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