



# Be EHO Ready

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10<sup>th</sup> March 2026

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# Agenda



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# Enforcement Officer Visit

Environmental Health Officers regularly visit food businesses to undertake routine visits and issue a Food Hygiene Rating (FHR). (There is no rating system in ROI, however, a report will be issued.) These inspections may be unannounced or prearranged. EHOs may also visit to investigate a complaint made by a customer regarding an incident or general hygiene standards.



# When They Arrive



## Notify your Manager

Ensure that the most senior manager is made aware of the EHO Visit.

## Greet the EHO

Smile and make them feel welcome by offering them a drink.

## Check their ID

During initial introductions make sure that you ask to see their I.D and for them to clarify the purpose of the visit.

## Be Proactive

Be upfront about any current issues regarding hot water, pest activity or maintenance issues



# During the Visit



## Accompany the Officer

Accompany the EHO whilst they are on site and answer any questions in a positive and constructive manner.

## Provide the Records

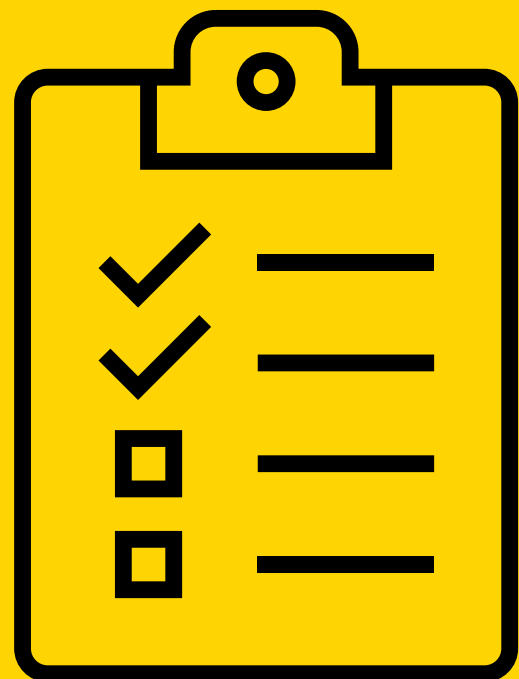
- Food Safety Management System folder (FSMS)
- Food Safety Log Book, unit food safety forms or your digital HACCP system
- The completed Training Matrix (either in the FSMS folder or safety conversation folder)
- Compass E-Learning Records / certificates and any Safety Conversation training records

## Honest and Clear Communication

Answer questions honestly and clearly, and if you are unsure; say that you will double check and confirm back with them before they leave.

## Make Notes and Get Feedback

Make notes of any comments, observations and actions required throughout the visit, rectifying any issues identified at the time, wherever possible. At the end of the visit, clarify the outcome and they may provide you with a copy of the initial report



# Following the Visit



## Notify your Manager

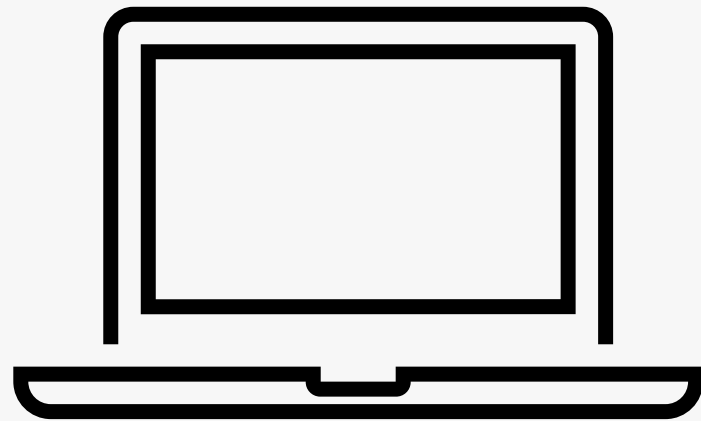
Notify your Line Manager and/or Regional Manager of the outcome of the visit as soon as possible.

## Record on AIR3

The visit must be recorded on the AIR3 system under Enforcement Contact within 24hrs. Use your notes and any records left by the EHO

## Follow up

Create a clear action plan with assigned responsibilities and monitoring and actions closed out within the timescales given by the EHO.



# Key Points to Remember

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Notify your manager

Greet them and make them feel welcome

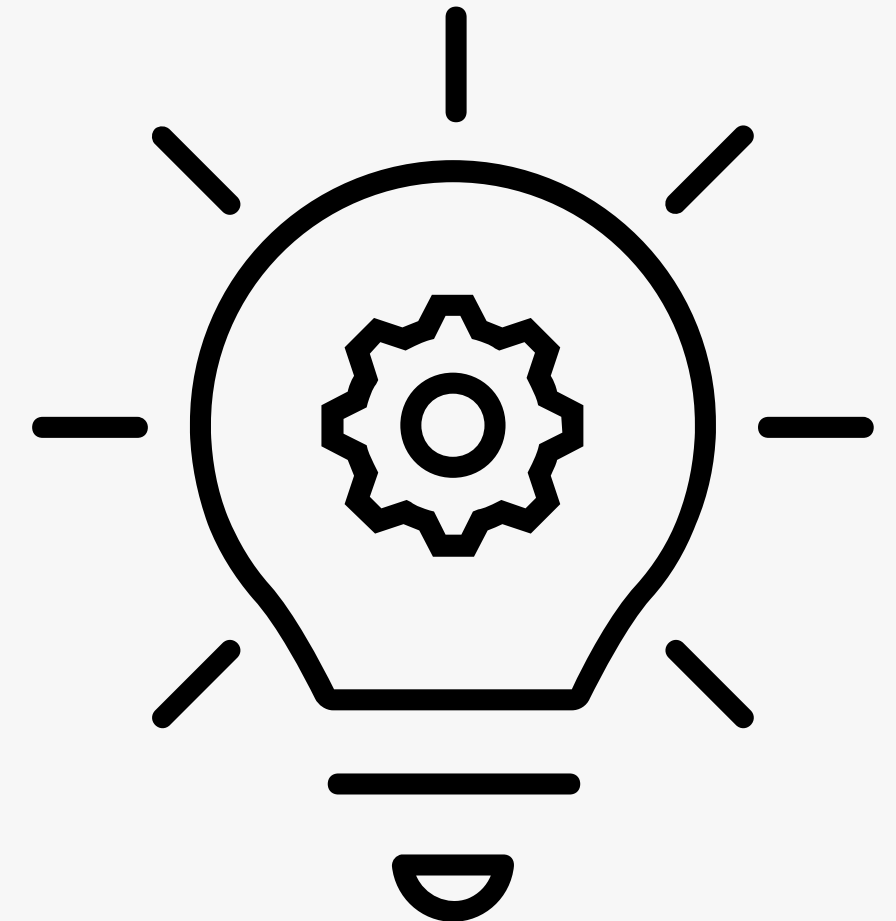
Inform them about our Primary Authority (England Only)

Escort them around the unit

Be honest and open

Get feedback before they leave

Report the outcome



Are you EHO Ready?

