

# SEE CARE SHARE SAFETY UPDATE



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COMPASS UK & IRELAND HSE

SEPTEMBER 2025

## ALLERGEN INCIDENT INVESTIGATION PACKS

As part of our continued commitment to ensure out we investigate and learn from our incidents we are introducing a new Incident Investigation Pack, which is specific for Allergen Incidents. As with our current Safety Incident Investigation Pack, this can be used following an Allergen Incident to ensure we collate all the relevant evidence and information at the time of the incident, such as customer allergen information provided, recipe specifications used on the day, any photographs of counter set up, witness statements etc.

By collating this information and ensuring we report in a timely manner, this will help you to complete the Unit Incident Review on AIR3. This email is a new process that the reporter and unit manager should receive, once an incident is reported. This email will also remind you to complete the Allergen Incident Investigation Pack and will include the form for your reference. The HSE Team will also expect this to be completed to support them in establishing the Root Cause and sharing the learnings in the most effective way.

This new Allergen Incident Investigation pack will be launched in the coming weeks so please look out for it in any email notifications you receive from AIR3 and in the Weekly Unit Update.



## ALLERGEN AWARENESS TRAINING



MONTHLY SAFETY FOCUS

Our biggest risk in our food service provisions is allergens. We all know that the number of our customers with allergies is on the increase and looking at trends from our education sector, this will continue to rise across all business areas in the coming years.

We have good controls in place for allergens across the business and effective ways of providing customers with allergen information should it be required. That may be on the menus, via Allergen Tablets, QR Codes or paper allergen information.

However we still see incidents occurring across the business. In the majority of cases it is poor communication or a lack understanding of a customer request and then a lack of focus to ensure that request and engagement is all that is given attention until a successful service with no incident.

We must ensure that all team members have completed their Allergen Awareness Training and this includes non-catering personnel. However it does not stop with training, we need to ensure continuous coaching on the process and checking on every service that our teams understand the risk and know what to do and that allergen information is available and accurate.

Ensure Allergen Awareness training is conducted every 6 months in line with the company policy for this, this applies to both catering and non-catering personnel, the non-catering Allergen Awareness course is a shortened version which provides key awareness information.

To support in continuous coaching we have provided a selection of our Allergen Awareness Food Safety Conversations that can be used to remind our teams of the key controls that are required at the different stages from back of house, to coffee service and food service. Please ensure you communicate the relevant Allergen Awareness Food Safety Conversations to your team members depending on job role and this is recorded on either their individual training record cards or group training record cards.



## THREE COMMON SAFETY HAZARDS IN THE HOME

Just like the workplace, our homes are full of safety hazards, so we have pulled together the top 3 based on government research and have provided simple advice to minimise these hazards in your home.

**Falls** are the leading cause of death when it comes to home accidents. They make up a third of all fatalities. The elderly are most affected by this type of accident. Reduce the risk by keeping stairs and landings clear of obstructions, ensuring that lighting is good, and that handrails and steps are solid and well maintained. Falls can also happen in the bathroom and kitchen due to wet floors; remember to deal with spills straight away.

**Poisonings** from cleaning products are another risk in households across the country. Remember to store chemicals in cupboards that are out of reach of children. Avoid decanting chemicals, but if you have to, label all unmarked containers and do not store products in food containers.

**Carbon Monoxide** is a silent killer. Unlike gas, it cannot be detected by smell and therefore is far more dangerous. Reduce the risk by making sure that you have carbon monoxide detectors in your home and test them regularly. It is recommended that you have these in each room where you have gas appliances such as gas stoves or boilers and wood or coal fires.

These are just the top 3 to be aware of present but we all know that there are many more hazards in our homes. Take 10 minutes this month to walk your home and look for hazards which you can remove or reduce to make your home safer for your family.



TAKE HOME SAFETY



## SAFETY IN NUMBERS - AUGUST 2025

Information and Statistics Apply To All Compass Group UK&I Units

### Safety Incidents

Hazards & Near Miss Incidents:	699
Injury Incidents:	247
Total Recordable Incidents:	29
RIDDOR Incidents:	3



### Food Incidents

Alleged Food Poisoning:	30
Foreign Bodies (In Unit):	7
Foreign Bodies (Supplier):	0
Substantiated Allergies:	0
Enforcement Visits:	81



### Top Injury Types

Burns and Scalds	54
Cuts	49
Slips, Trips and Falls	46



## SAFETY REMINDERS



- Need help with planning your HSE Activities through the year, then utilise the HSEQ Activity Calendar to plan and prepare by clicking on this link; [HSEQ Activity Calendar](#)
- If you haven't done so in the last 3 months remember to update your unit contact information on AIR3/ Origami by clicking on this link; [Update Your Unit Contact Information](#)
- Not sure if you have missed an update on the HSE Website? Not to worry! In response to your feedback we have introduced a summary of all updates each month on a [new dedicated page of the website](#).

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