



Monthly HSE
Review
August

2026

Vacherin
LONDON

CH
& CO

see CARE share BRAND



see



CARE



share

WE LOOK OUT FOR EACH OTHER

TRIFR & MFSIR –P11



P11	CH&CO	G&G	G&G ROI	Vacherin	CH&CO Leisure
TRIFR	8	4	1	2	1
MFSIR	1	0	0	1	0
FSIR (FB+MFSIR)	2	1	0	0	0

	YTD CH&CO	YTD Target	EOY Target	G&G	G&G ROI	Vacherin	CH&CO Leisure
TRIFR	61	54	≈59	24	8	21	8
MFSIR	8	6.4	≈7	1	2	3	2
Safety Walks	1398	1320	1440	859	108	211	220
Hazard Obs	1390			1167	76	123	26



“TRIFR (Total Recordable Incident Frequency Rate) – Lost Time Incidents', Medical Treatment Cases, Restricted Workdays, Fatalities
MFSIR (Material Food Safety Incident Rate) - Substantiated allergen reaction, substantiated food poisonings”
FSIR (Food Safety Incident Rate) – Allergen reaction, in unit foreign bodies and in unit food poisonings

SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



TRIFR & MFSIR Calculation



	YTD (up to end of P11)	Target	Variance
TRIFR	6.38	9.14	-2.76
MFSIR	0.059	0.074	-0.015

TRIFR

Number of LTI, RWD, MTC's reported divided by hours worked (in millions)

MFSIR

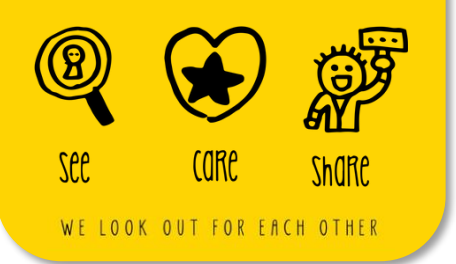
Number of substantiated allergic reactions and food poisonings divided by cost of food sales (in millions)



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Accidents, LTI & RIDDOR - August



TRIFR

Burn from hot water dropping mop bucket full of hot water. – *Injured whilst Handling, lifting or carrying* **RIDDOR**

Sliced thumb whilst cutting a sandwich – *Cut whilst using knife*

Back pain from excessive lifting - *Injured whilst Handling, lifting or carrying*

Bruised Finger after getting stuck in a door handle – *Hit stationary object*

Foot injury from falling vacuum machine – *stuck my moving object* **RIDDOR**

Fall from tripping over a colleague, damage to right arm, shoulder knee and head – *non-work-related injury*

Trolley being pushed crushed left wrist - *Struck by moving object*

Burnt hand from contact with hot lamp – *Contact with hot surface*

Bruising to left hand after colleague tripped over self – *Slip Trip*

Head injury from walling piece of door frame – *Struck by moving object* **LTI**

BE MINDFUL

Assess the risk with any unfamiliar action.

- Ask yourself, "Is this the safest way to do this?"
- If in doubt, check the HSE website or reach out to the HSE team for advice.

Please check out the lessons learnt page on the HSE website.

[Lessons Learnt | Compass HSE](#)

SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Vacherin
LONDON

CH
& CO



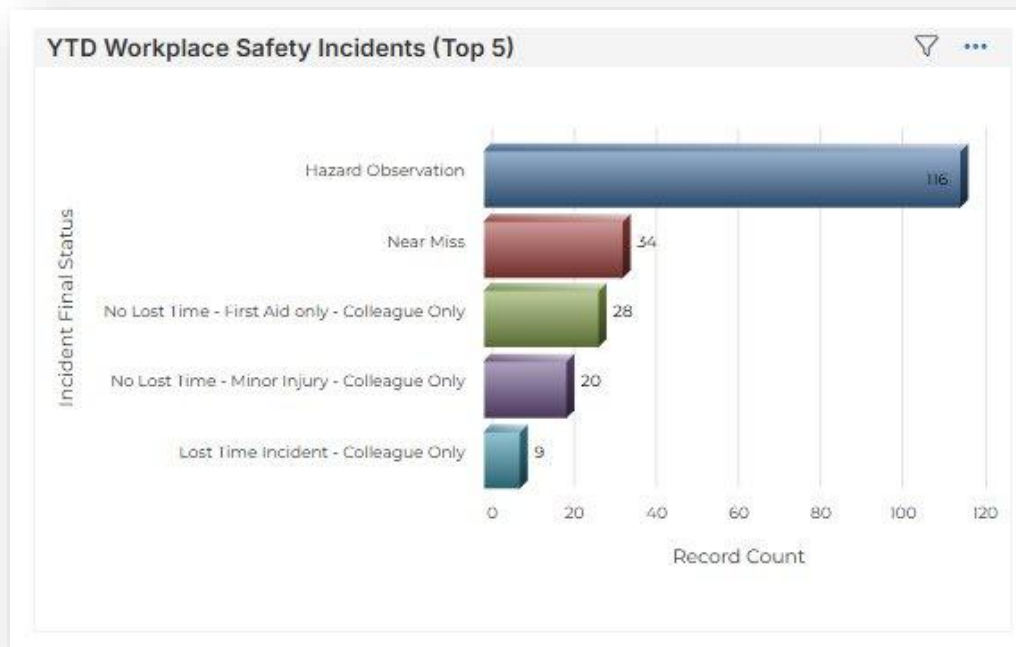
Hazard Observations and Near Misses YTD



Hazard Observations **118**

Near Misses **35**

*“A **Hazard** is an item or situation that has the **potential** to cause harm or damage to property. A **Near Miss** is an incident that was caused by a hazard that did not result in an injury or damage to property. If the incident **has** caused an injury, no matter how **small**, it needs to be logged on **AIR3**”*



AIR3 REPORT A HAZARD OR NEAR MISS

ALL INCIDENT REPORTING SYSTEM

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

HS.G.041.01



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

Vacherin
LONDON

CH
&O

Lesson Learnt – RIDDOR case



A colleague of ours was emptying a hot water urn after service; they decided to do this using an ice bucket. Whilst carrying the bucket of hot water towards the sink, they dropped the bucket, spilling the contents on to their feet. Causing scalding to their left foot. They were provided with on site first aid but were unable to return to work for over 7 days.

WHAT CAN WE DO BETTER?



Plan to conduct manual handling tasks in a safe way, especially when handling hazardous substances



Always use equipment for what it is designed for, ice buckets are for storing ice, not transporting liquids.



Trolleys are to be used for transporting hot liquids or heavy items



HOW WILL WE DO IT BETTER?



Hot water from urns needs to be emptied directly into a sink and not decanted for transportation
Toolbox talks can given to teams on how to safely empty hot water urns and boilers



Additional controls added to STCCS 24 and retraining for the team



Look out for each other, better supervision from colleagues and management could have prevented this injury.

BE MINDFUL

Assess the risk

with any unfamiliar action.

- Ask yourself, “Is this the safest way to do this?”
- If in doubt, check the HSE website or reach out to the HSE team for advice.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

Vacherin
LONDON

CH
& CO

Allergen Awareness – Lesson Learnt



A contractor working in the kitchen requested a hot chocolate from the Head Chef, who placed the order via radio.

The contractor initially requested the drink with soya milk; however, soya milk was not stocked or served on site. A member of the team offered alternative milk options, and the contractor chose oat milk instead.

At no point did the contractor advise that the request was linked to a milk allergy or intolerance. Equally, no member of the team sought to establish whether the request for a milk alternative was due to an allergen or dietary requirement, either when taking the order or when the request was communicated between the BOH and FOH teams.

The hot chocolate, which contained dairy milk, was subsequently prepared using oat milk and delivered to the contractor in the kitchen.

Shortly after completing their work, the contractor was leaving the premises via the loading bay when they informed the Security Manager that they were feeling unwell. The Head Chef, who was present at the time, accompanied the contractor to the washroom to ensure their welfare.

Following this, the contractor advised that they were feeling better. They remained in the loading bay area for a short period before leaving the premises.

SPEAK OUT

- It is asking questions if you don't understand and stopping any unsafe behaviours by others.
- It is reporting incidents, near-misses or hazards promptly.
- It is expressing concerns or suggestions for improvement to your supervisor, manager or HSE team.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Allergen Awareness – Lesson Learnt



Key Learning: This incident highlights the importance of proactively identifying allergen and intolerance requirements whenever a customer, visitor, or contractor requests an alternative product. Staff should never assume the reason for a specific request and should take the opportunity to ask appropriate questions to ensure informed choices can be made and allergen risks are effectively managed.

WHAT CAN WE DO BETTER?



At the point of order, ask the customer if they have any allergies or food intolerances.



HOW WILL WE DO IT BETTER?

When taking the customer's order, make them aware that they need to consider all components of the drink(s), including syrups or base powders, such as hot chocolate mixes, as these can contain milk or other allergens.

SPEAK OUT

- It is asking questions if you don't understand and stopping any unsafe behaviours by others.
- It is reporting incidents, near-misses or hazards promptly.
- It is expressing concerns or suggestions for improvement to your supervisor, manager or HSE team.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

Vacherin
LONDON

CH
& CO

Allergen Champions



Allergen Champion training completion has recently been brought to my attention. While a number of sites have appointed Allergen Champions and successfully completed the training, we still have some way to go before every operation has trained colleagues in place.

Special recognition should go to **BBC Studios, Cleveland 33, EY More London Place, Foster + Partners, LinkedIn, and the Royal College of Pathologists**, all of whom have trained multiple Allergen Champions within their sites.

Having several trained Champions is a great example of best practice, as it helps ensure ongoing coverage during periods of annual leave, sickness, or other absences.

I would encourage all sites to consider training multiple colleagues through the e-learning programme. If your site has not yet appointed an Allergen Champion, please make arrangements for suitable team members to complete the training as soon as possible.

By increasing the number of trained Allergen Champions across our operations, we can continue to strengthen allergen awareness, improve compliance, and ensure we provide a safe environment for our customers, clients, and colleagues.

GET INVOLVED

- It is caring for your team members and encouraging each other to work safely.
- It is contributing to safety discussions, investigations and meetings.
- It is sharing your safety knowledge, experiences and learnings with others.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Allergen Champions



What is an Allergen champion?

An allergen champion:

- Promotes awareness of food allergies among colleagues.
- Helps to ensure allergen information is accurate and up to date.
- Supports with training on allergen procedures.
- Monitors compliance with allergen-control processes (monthly allergen audits).
- Acts as a point of contact for allergen-related questions or incidents.

Our allergen champions help to ensure colleagues know which menu items contain allergens and that customers receive correct allergen information.

BE MINDFUL

Assess the risk

with any unfamiliar action.

- Ask yourself, “Is this the safest way to do this?”
- If in doubt, check the HSE website or reach out to the HSE team for advice.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Vacherin Audits YTD – 83.55% - 0.61%

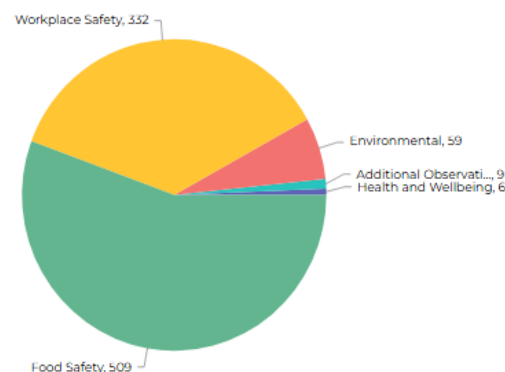


Most Common NEOC

- Mobile Work equipment register
- Completion of Net Zero Tool kit
- Holding a HSE meeting
- Weighing food waste on the source
- Agency temporary workers inductions

Most Common SEOC

- Allergen Information not being accurate
- Suitably labelled food products
- Following the glass policy
- Manual Handling – Documenting High risk activities
- Chemical Task cards at the point of use and storage



For full information on the HSE audit criteria please use the link below

[HSE AUDIT VACHERIN COPY](#)

SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Vacherin
LONDON

CH
& CO

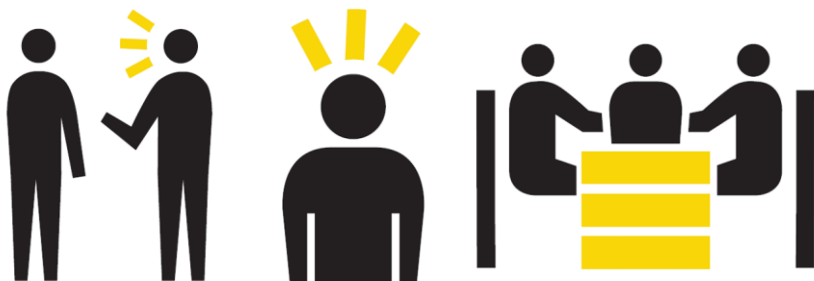
Audit Trends this Month – PESTS!



Recently, I have visited three separate sites where pests, or evidence of pest activity, were identified. In each case, the sightings had not been logged on AIR 3, and the pest escalation process had not been followed.

In two of the three cases, the client was not providing regular copies of the pest control reports. These reports highlighted historical actions that had not been closed out by either ourselves or the client. It is essential that all sites have access to pest control reports following each visit and that any recommendations or corrective actions are reviewed and addressed promptly.

Effective pest management relies on proactive action, clear communication, and timely escalation. Please ensure that all pest sightings are recorded on AIR 3, the escalation process is followed, and outstanding actions are closed out without delay.



If we or the pest controller finds any evidence of pests we need to;

- Report it via AIR 3
- Follow the pest escalation process found in the [Pest Control GHP](#)
- Train colleagues using the pest control training record
- Complete the pest control checklist

Internal

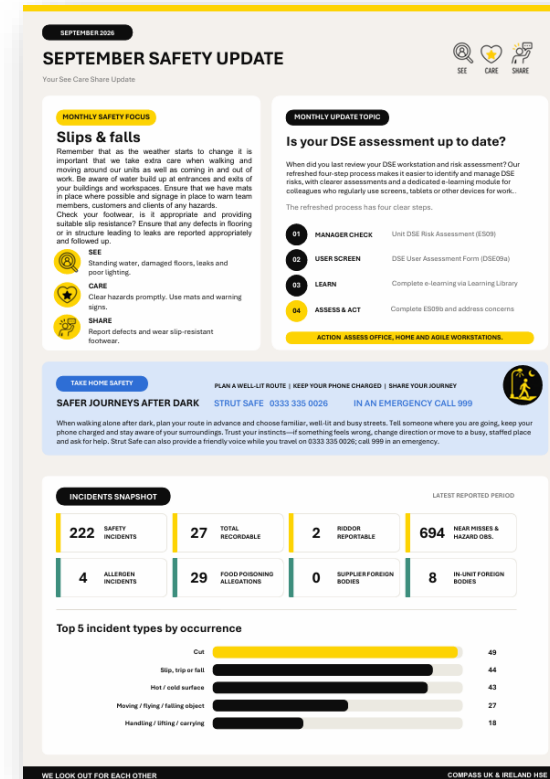


See, Care, Share – Monthly Update



Check out the new look!.

- The September See Care Share Monthly Update is now available, featuring practical guidance to help teams stay safe, compliant and informed.
- This month, we focus on preventing slips, trips and falls as the weather changes, alongside a reminder of the refreshed DSE assessment process to support safe office, home and agile working. We also share simple advice for safer journeys after dark and provide a snapshot of current safety and food safety performance, including the Top 5 incident types by occurrence to help venues focus on the most common risks.



"Monthly update must be briefed to our teams & then displayed on our HSE communications notice board"

SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

Vacherin
LONDON

CH
& CO

Leadership Safety Walks



We did it! We achieved our Leadership Safety Walk target for CH&CO!

A huge thank you to everyone who has taken the time to complete Leadership Safety Walks and contribute to this fantastic achievement.

Reaching our target is a significant milestone and demonstrates the commitment across our business to creating a safer working environment for all.

This is just the beginning, however. Over the coming year, it is important that we maintain this momentum, continue engaging with our teams, and keep safety at the heart of everything we do.

Thank you again for your continued support and dedication to making CH&CO a safer place to work.



Prepare



See



Care

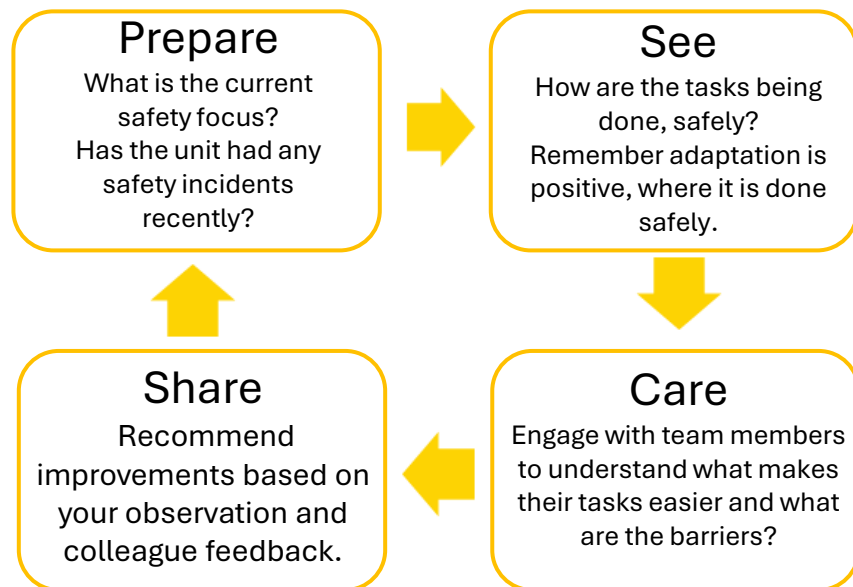


Share

SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Leadership Walk HSE Conversation –



SAFETY CONVERSATION

Topic: Manual Handling

WHAT YOU'RE GOING TO LEARN
In this Safety Conversation you will learn how to lift safely and avoid injuries.

HOW IT WILL HELP YOU IN YOUR JOB
Following this conversation, you will be able to:

- Assess whether it is safe to carry out a manual handling task.
- Carry out a manual handling task in the correct safe manner.

WHAT YOU NEED TO KNOW

Working Environment

- Maintain high standards of housekeeping.
- Ensure that there is enough room to undertake the task.
- Check that the floor is well maintained and clear of spillages or obstructions.

Assess the Load First

- Use mechanical aids, such as pallet trucks or forklifts to avoid manually lifting loads yourself.
- If you have to lift manually, follow the basic guidelines, firstly by thinking about the load that you have to lift.
- Wear gloves as per the task specific manual handling risk assessment to avoid cuts, scratches and/or puncture wounds. Safety boots or shoes will protect your feet if anything falls.
- Get somebody to help you if the load is large or awkward to lift.

Lifting the Load Safely

- Check there is nothing in your way to hinder your lift and movement.
- Take up a good lifting position, feet slightly apart and pointing in the direction you are going and travel with a firm grip of the load.
- Raise your head as you start to lift - lift using your legs not your back, remembering to keep the back in its natural curve.
- Do not twist your body - this is a major cause of back injuries. Instead, move your feet to protect your back from strains.
- Bend at your knees when you put down the load and make sure you are not overstretching.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Avoid the pain – don't let your back take the strain.
- Bend at your knees - and your back won't seize.
- Ask for assistance if an item is too heavy or large to carry alone.

BE MINDFUL

- Be aware of weights when stocking boxes or crates.
- Plan your route when carrying over long distances.

SPEAK OUT

- Ask for help if you need it.
- Highlight any requirements for equipment or PPE.
- Inform your supervisor or manager if your carrying aids are defective.

GET INVOLVED

- Encourage your colleagues to only carry items that they are capable of carrying.

YOUR VALIDATION

- What considerations are to be made regarding the working environment?
- If you have to lift and carry, what techniques should you adopt?

MORE INFORMATION

- HSE Website
- Manual Handling Risk Assessments
- Manual Handling Guidance Posters

LYHS/SC014/02

GET INVOLVED

- It is caring for your team members and encouraging each other to work safely.
- It is contributing to safety discussions, investigations and meetings.
- It is sharing your safety knowledge, experiences and learnings with others.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

Vacherin
LONDON

CH
&O

Leadership Walk FS Conversation –



Food Safety Conversation No3: Pest Control

FS.SC.003.04

Key Learning	What You Need To Know		
Following this conversation, you will be able to effectively identify signs of pest activity so that you can take appropriate action	- Check food deliveries for signs of pest contamination, such as gnaw marks, damaged packaging, spilled product etc. - Do not leave food deliveries outside or unattended – put them away, into the appropriate food storage area immediately; do not leave deliveries outside where they may attract pests.. - Make sure areas are kept clean and tidy, and that waste is removed regularly. - Check your work area for signs of pest activity, such as contaminated food, droppings, chewed packaging, spilled food etc.. - Report any signs of pests to your supervisor immediately.		
	Area	Signs of Activity	Corrective Action
	Floor	Look for pests (live or dead) and signs of pests including droppings, urine stains, and grease or gnaw marks. Look along skirting boards and under equipment.	Dispose of any dead pests. Sweep up droppings, clear urine or grease stains with disposable paper towel. Then mop and sanitise the area.
	Shelving & Work Surfaces	Look for pests (live or dead), and signs of pests including droppings, urine stains, and grease or gnaw marks. Remove items and check behind objects.	Dispose of any dead pests. Remove any debris or contamination, then thoroughly clean and sanitise the area.
	Crockery, glassware, cutlery, utensils etc	Remove items from their containers or shelving. Look inside containers or on shelving for evidence of pests.	Remove any debris or other visible contamination and then wash all items in the dishwasher. Where no dishwasher is available items must be washed with an approved pot-washing detergent with disinfecting properties, at the manufacturers stated dilution and adhering to the stated contact time.
	Food	Visually check food and food containers for gnaw marks and holes in packaging and for droppings or pests (live or dead). Look for spilled product on shelving.	Any contaminated packaging must be disposed of.
	Disposable Packaging	Check that food packaging is intact without evidence of pests, such as gnaw marks and droppings.	Any contaminated packaging must be disposed of.
HACCP Stages	Colleague Validation		More Information
- Receipt - Storage - Preparation - Cooking - Service	1. What are the signs of pest damage you should look for when checking deliveries? 2. Why is good housekeeping important for pest control? 3. What are some signs of pest activity? 4. What should you do if you find evidence of pest activity?		More information can be found in the Good Hygiene Practice Guide No:3 Pest Control and the HSE website

060703_A4_FoodSafetyTable_03_PestControl.indd 1

03/04/2025 09:08

GET INVOLVED

- It is caring for your team members and encouraging each other to work safely.
- It is contributing to safety discussions, investigations and meetings.
- It is sharing your safety knowledge, experiences and learnings with others.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

HSE Champions Campaign

Safety First in Everything WE do!

Over the next few weeks, we would like all sites to begin promoting the HSE Champion Campaign. – *Launch TBC*

HSE Champions will be colleagues who help drive and promote the *See, Care, Share* campaign within their sites. They will play a key role in supporting our health, safety, and environmental culture by:

- Assisting with the delivery of monthly safety briefings.
- Participating in in-unit Leadership Safety Walks.
- Encouraging positive safety behaviours and engagement among colleagues.
- Supporting the continuous development of a strong and ever-improving safety culture across Vacherin.

HSE Champions will act as safety advocates, helping to ensure that health, safety, and wellbeing remain at the forefront of everything we do.

Have take a look at the application form before we send out the posters by scanning the QR code



[For more info on the HSE Champion Role please use this link](#)

SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Vacherin
LONDON



HSE Team Monthly Hot Topic – New Manager Guide

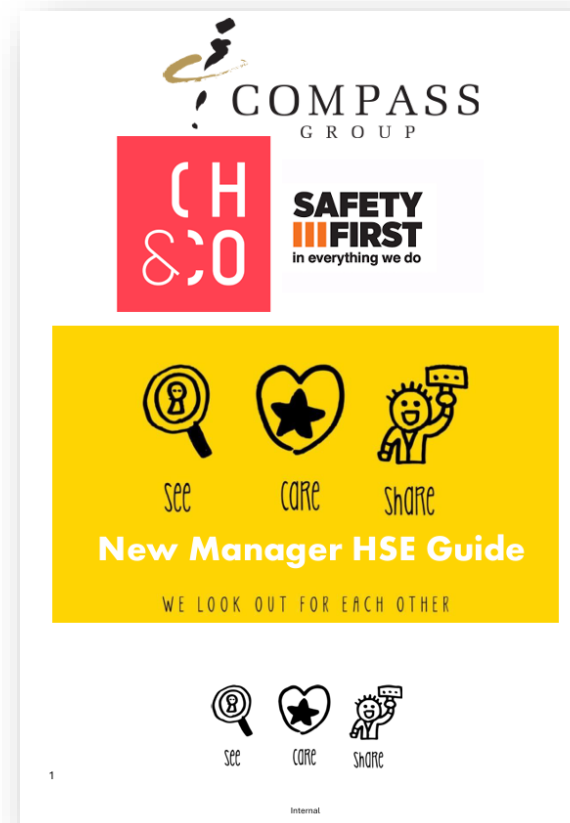


My fellow HSE Manager, **Maz Yung**, has created an excellent resource that I cannot recommend highly enough.

The [New Manager HSE Guide](#) is a comprehensive handbook designed to support managers with all aspects of Health, Safety and Environmental (HSE) management.

It is not only a valuable tool for those who are new to a management role, but also for anyone looking to expand their knowledge and gain a better understanding of what our sites need to do to achieve and maintain full HSE compliance.

I encourage everyone to take some time to review it. The guide can be found within the **Sector HSE** section of the HSE website under **Additional Documents**.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



HSE Team Site Information – Ops Request

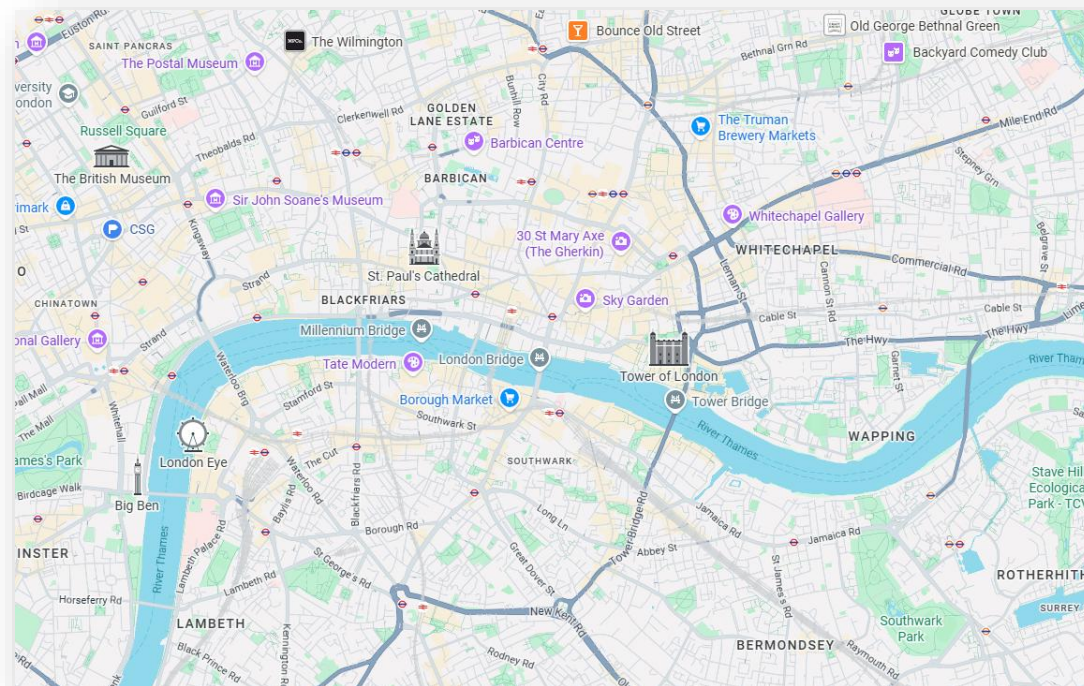


As always, please keep the HSE team informed of any significant site updates or changes.

In particular, please let us know if your site is:

- Undergoing a management change or if you are moving to a new role.
- Opening, closing, or temporarily shutting down for refurbishment works.
- Expanding its operations or introducing new services.
- Experiencing any significant changes that may impact health, safety, or environmental compliance.

Keeping the HSE team informed allows us to provide the right support and ensure all necessary compliance requirements are met.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER

Vacherin
LONDON

CH
&O

Net Zero Hub – Single Use Plastic Gloves



We go through hundreds of thousands of disposable gloves every year, but are we always using them when they are needed?

There is no evidence that wearing disposable gloves is a safer method of food handling than effective handwashing. Cross-contamination can occur whether hands are gloved or bare, and gloves can often create a false sense of security, as they may appear clean even when contaminated.

In addition, disposable gloves can contain defects, punctures, or pinholes that allow bacteria to pass through unnoticed.

Compass Rules on Disposable Gloves

Disposable gloves should only be worn when there is a specific need, including:

- Where there is a client policy requirement.
- When preparing allergen-free meals for specific customers.
- To cover a minor cut or skin complaint that is protected with a suitable dressing.
- When wearing cut-resistant gloves, where disposable gloves should be worn over the top.
- When carrying out specific tasks, such as making burger patties or preparing foods such as beetroot, onions, or chillies that may stain hands or taint other foods.



Disposable gloves have a significant environmental impact, as they cannot be recycled through standard waste streams and must be disposed of in general waste bins after a single use.



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Digital HACCP – Get on Board with

NCCO provides a cloud-based HACCP and food safety management system designed to keep your operation organised, compliant, and in control.

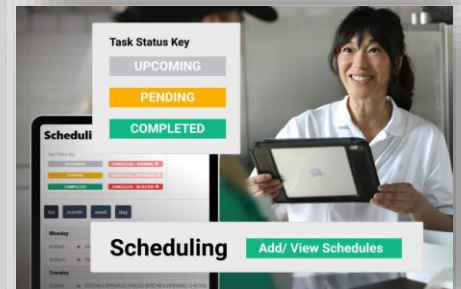
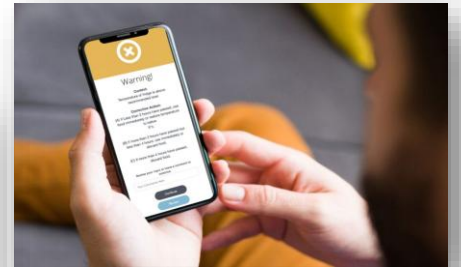
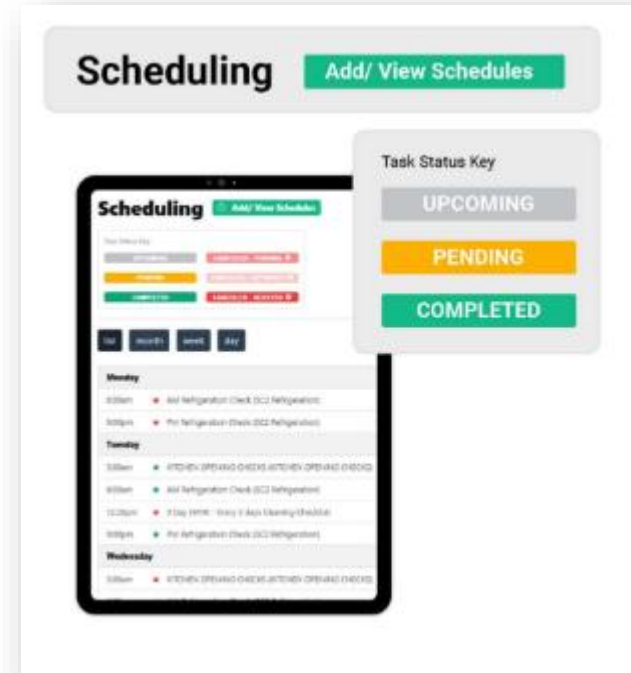
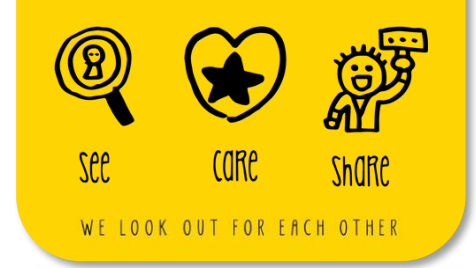
By digitising checklists, automating compliance processes, and bringing all site records together in one central platform, NCCO helps simplify food safety management and reduce administrative burdens.

An optional connected temperature monitoring system provides continuous monitoring and instant alerts, helping to identify and address issues before they escalate into bigger problems.

Despite the benefits, currently only **eight sites across CH&CO** have adopted the system.

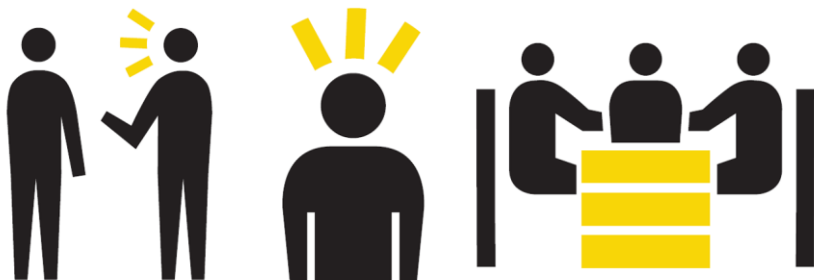
If your site is looking to reduce paperwork, improve compliance oversight, and embrace a more efficient way of managing food safety, please speak to either myself or your Operations Manager for further information on how to get started.

Moving to a digital HACCP system can help save time, improve record accuracy, and provide greater visibility of compliance activities across your operation.



Vacherin
LONDON

CH
& CO



Compass policy updates from August 2026



August Updates

General



[Technical Services Pages - NEW](#)

[Healthcare a+ Cleaning Manual - Updated](#)

Workplace Safety



[STCGE65 3D printers](#)

[STCGE66 Laser engravers](#)

[WSMS Training Requirements Overview](#)

Compliance



No Updates Currently

Food Safety



[Shelf-Life Poster In Unit Made Food UPDATED](#)

Training



No Updates Currently



SEE CARE SHARE
WE LOOK OUT FOR EACH OTHER



Contacts



- tom.crow@compass-group.co.uk
- hse@compass-group.co.uk
- Out of hours emergencies -
<https://www.mycompasshse.co.uk/news/out-of-hours-hse-contact-wc-06012025/>

