

SEE CARE SHARE SAFETY CONVERSATION



SEE



CARE



SHARE

WE LOOK OUT FOR EACH OTHER

FOREIGN BODY FOOD INCIDENTS

WHAT WE ARE GOING TO LEARN

Following this safety conversation, you will understand types of food foreign bodies are found in our business and how we can prevent them. You will also understand what action to take following the discovery of a foreign body and how to report these.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Know what the main types of foreign bodies are
- How to prevent foreign body contamination
- What to do if contamination is identified

WHAT YOU NEED TO KNOW

Foreign body contamination can occur throughout the food supply chain, from harvesting, manufacture, production, preparation, and cooking, through to display and service.

Types of foreign body contamination

There are six main types of foreign bodies:

- Metal, such as nuts, bolts or screws from equipment, swarf (metal shavings produced when opening cans) or jewellery
- Glass, from glass jars, light fittings, or screens
- Plastic and cardboard, from food packaging or containers
- Soil, grit or stones from vegetables or fruit
- Insects, such as flies, spiders,
- Hair from food handlers

Preventing contamination

These very different types of foreign bodies can find their way into our food via a multitude of routes, and everyone involved in food handling needs to be vigilant to prevent contamination. Regular maintenance and inspection of equipment of equipment will identify loose screws, bolts etc. Glass jars and service ware should be inspected before use and discarded if damaged. If a breakage occurs resulting in glass fragments shattering in food areas and potentially contaminated food must be discarded.

Equally, plastic containers, should be inspected regularly for cracks and damaged. When opening plastic containers make sure that any tags or tear-off lids are discarded.

Thoroughly wash vegetables, salad, and fruit to remove grit and stones, as well as insects. Make sure that insectocutors are on and that windows are only opened if they have flyscreens. Adhere to our jewellery policy, keep hair tied back and covered with a hat or hair net.

Reporting incidents

If a customer makes you aware of a foreign body, or if you discover a foreign body in a bought in product the Foreign Body Investigation Checklist (available on the HSE website) must be completed. You will need to record details of the incident (date/time, a description and photo of the foreign body etc), the customer's details and information about the food it was found in (date/time made, number of portions produced, batch code and purchase date for bought in foods etc.) Once all this information is collated report this on the AIR3 system and evidence is to be uploaded.

Compass Group UK & Ireland
Alleged Foreign Body Reporting Form

SAFE FOOD
Alleged Foreign Body Reporting Form

Use this initial reporting form to gather and report 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 describe the incident for 3 months with all appropriate evidence and supporting information. Please **DO NOT** enter the foreign body in the box until you are advised by the Vendor Assurance team of when to post it. Instead, please store the foreign body in the freezer labelled with the AIR reference and mark **SAFE FOR CONSUMPTION**.

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:			
RMADDED Email Address:			

INCIDENT DETAILS			
What Did They Eat?			
Was it Made by Unit?	Yes	No	If No, skip the Ingredients section below
Incident Description:			

INGREDIENTS (MADE IN UNIT ONLY)			
Name of Product:			
Ingredient 1		Ingredient 3	
Ingredient Name:		Ingredient Name:	
Batch Code:		Batch Code:	
Use By / Best Before:		Use By / Best Before:	
Ingredient 2		Ingredient 4	
Ingredient Name:		Ingredient Name:	
Batch Code:		Batch Code:	
Use By / Best Before:		Use By / Best Before:	

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SPEAK OUT

- Report it to your manager or head chef if you find a foreign body in bought in food.
- If you notice that a piece of equipment is rattling or if a part is loose, stop using it and notify your manager.

BE MINDFUL

- Concentrate and be observant when washing and preparing fresh foods.
- Pay attention when opening packaged foods and make sure any bits of plastic are removed.

GET INVOLVED

- If you notice that staff with loose hair working around food, remind them to tie hair back. Remember that those preparing, and handling food must wear a suitable hair covering.

YOU'RE VALIDATION

- How do we reduce the risk of glass fragments from getting into food?
- What should you do if a customer complains about a foreign body in their meal?

MORE INFORMATION

- Compass HSE Website
- GHP 2 – Jewellery Policy and Personal Hygiene
- GHP 11 – Glass Policy
- GHP 19 – Reporting Incidents