

HEALTH & SAFETY INFORMATION

Our Key Safety Behaviours ensure that we are all working to the same safety framework to build a safety culture that ensures that we all look out for each other.



BE MINDFUL - Always think first before you carry out a task or activity - are there any risks or hazards and is it safe to carry on.



GET INVOLVED – Help your colleagues if they need it or if you see them in trouble.



SPEAK OUT – If you are unsure of anything ask your manager/ supervisor or if you see any unsafe environments or working activities then let them know.

FIRE & EMERGENCY

Familiarise yourself with the location of fire alarms, fire escapes, firefighting equipment and assembly points.

Always follow instructions from your manager/supervisor or announcements on public address systems.



INCIDENTS

All incidents that result in injury, and all Near Misses must be reported. Familiarise yourself with the location of first aid kits and first aid facilities.



PPE

Personal Protective Equipment, such as goggles, gloves, safety shoes, and waiters cloths, is provided to reduce risks of injury and must be used/worn where provided. Report any damaged or missing PPE to your manager/supervisor.



MANUAL HANDLING

Only carry out manual handling tasks that are within your capabilities. If you need assistance, ask a colleague or your supervisor/manager. Manual handling aids, such as trolleys, sack trucks, keg barrow and roll cages should be used wherever available.



SLIPS, TRIPS & FALLS

Spillages must be cleaned up immediately and wet floor signage displayed where appropriate. Keep walkways and workspaces clear of obstructions. Avoid rushing or running and report any damaged floor surfaces or poor lighting to your supervisor/manager.



COSHH

Only use chemicals you have been trained to use and follow instructions on dilution, use, contact times and PPE to be worn. Never mix chemicals or decant them into containers such as glasses or cups.



CUTS & SHARPS

Make sure any knives you use are sharp and in good condition. Always use the right knife for the task and store knives safely. Wear appropriate PPE where instructed. Always use a dustpan and brush to clean up broken glass or crockery – don't pick it up with your hands. Dispose of it in the designated bin broken glass or crockery bin. Take care when polishing glasses.



BURNS & SCALDS

Take care when working with hot materials and equipment, when carrying hot foods and liquids, and when making hot drinks. You must use oven gloves or oven cloths when taking items out of ovens. You may only use and clean deep fat fryers if you have been trained and completed the Hot Oil Quiz.



WORKPLACE EQUIPMENT

Check equipment before you use it to make sure it is safe to use. Report any damage to you supervisor or manager immediately and do not use damaged or faulty equipment. Do not attempt to carry out any repairs yourself.



VIOLENCE AT WORK

If you feel threatened or intimidated at any time, or if you observe any aggressive or inappropriate behaviour, report this to your manager immediately and ensure you know how to raise the alarm.



ADDITIONAL UNIT / SITE HAZARDS

Use the space below to add in unit or site hazards that are not covered in this document and that the person should be made aware of.

FOOD SAFETY

Providing our customers with good quality and safe food is our passion at Compass Group and therefore Food Safety is vital to our operation. Please ensure you adhere to the below at all times.

PERSONAL HYGIENE

- Wash your hands thoroughly before handling ready to eat food, after using the toilet, after handling raw foods, after handling unwashed fruit and vegetables, after handling raw food packaging or waste, before starting work, after every break, after eating and after blowing your nose.
- Keep yourself clean and wear clean clothing.
- If you are handling food you must wear a hat or hairnet. Long hair must be tied back.
- Tell your supervisor, before commencing work, of any skin, nose, throat, stomach or bowel trouble or infected wound.
- If you have been experiencing diarrhea and vomiting in the last 48hrs you must not be working.
- Cuts and sores must be covered with a waterproof, high visibility dressing such as a blue plaster.
- Always eat and drink away from a food room and never cough or sneeze over food.
- Avoid unnecessary handling of food and use utensils where possible.
- With the exception of plain wedding rings and plain sleeper earrings, jewellery must not be worn in any food preparation areas.



SAFE FOOD HANDLING

- Deliveries must be temperature and shelf-life checked, inspected for damaged packaging, leaks etc.
- If in Ireland all meat and meat products, milk and eggs must be traceability checked and batch codes logged.
- Perishable food must be stored at 8°C (5°C in Ireland) or below and frozen food at -18°C or below.
- All food must be covered and dated.
- Cook protein foods thoroughly to a core temperature of 75°C and hot hold all food, in particular protein foods and rice at a temperature above 63°C or cool within 90mins and refrigerate.
- Always reheat food until it is piping hot 75°C or above (82°C in Scotland) and food must only be reheated once.
- Prepare food as close to service time as possible and minimise the amount of time food is out of temperature control.
- Keep the handling, preparation, storage of raw meat / unwashed fruit & vegetables and ready to eat food strictly separate to prevent cross-contamination. Always use separate equipment, utensils, chopping boards and cloths for raw food.
- All fruit, salad and vegetables served raw must be thoroughly washed.
- Drinks, bar fruit and ice are considered to be food and general food hygiene requirements apply when storing, preparing, handling and serving them.



CLEANING & SANITISING

- Always clean as you go and only use the approved cleaning chemicals and sanitisers.
- Use the 2-stage cleaning process to clean work surfaces, sinks and equipment after preparing raw foods and unwashed fruit and before preparing ready to eat foods.
- Follow the correct cleaning product instructions and where appropriate use the prescribed contact times. Standard contact time for our sanitisers is 1 minute but you should always confirm this with the team on site.
- Wash food equipment used in the preparation of raw foods separately from equipment used to prepare ready to eat foods.
- Ensure clean food equipment and crockery cannot become contaminated during storage from splashes during ancillary cleaning activities.
- Make sure that cleaning equipment used for raw food preparation areas is designated as such and not used to clean ready to eat areas, this includes, sanitiser spray bottles.
- Make sure ice wells and ice buckets are cleaned and sanitised before use.



ALLERGENS AND INTOLERANCES

- If a customer asks you about allergens within specific dish, provide them with a copy of the Allergy Information Folder and point out the allergy information sheet for that dish so they can make an informed choice, or alternatively direct them to the QR code or tablet where information is available electronically.
- If a guest has an allergy outside of the 14 allergens or if nothing on the menu is suitable notify your supervisor, the head/lead chef or the Allergy Champion.
- Never guess and never make a recommendation, but allow the customer to make an informed decision.
- If you are unsure of any aspect, ask your Head Chef immediately.
- Always follow recipe specifications and do not add or substitute any ingredients in a dish.
- Avoid allergen cross-contamination by regularly washing your hands, following correct cleaning procedures and by having dedicated equipment.
- Make sure all communication between the kitchen team and front of house team is clear.
- In hospitality areas customers with allergies or intolerances should be served first.
- If you are unsure of any aspect, ask your head/lead chef, supervisor or Allergy Champion immediately.



Celery



Cereals Containing
Gluten



Crustaceans



Eggs



Fish



Lupin



Milk



Molluscs



Mustard



Peanuts



Sesame



Soyabeans



Sulphur Dioxide
& Sulphites



Tree Nuts

SITE SPECIFIC SAFETY INFORMATION

This page provides the site specific information for this site.
Colleagues may take a photo of this page so that they can refer to the below information



BE MINDFUL - Always think first before you carry out a task or activity - are there any risks or hazards and is it safe to carry on.



GET INVOLVED – Help your colleagues if they need it or if you see them in trouble.



SPEAK OUT – If you are unsure of anything ask your manager/ supervisor or if you see any unsafe environments or working activities then let them know.

FIRE & EMERGENCY

Familiarise yourself with the location of fire alarms, fire escapes, firefighting equipment and assembly points.
Always follow instructions from your manager/supervisor or announcements on public address systems.



The alarm sound is:

The assembly point is:

FIRST AID ARRANGEMENTS

Familiarise yourself with the location of first aid kits and first aid facilities.



First aid kit is located:

Our first aider is:

Nearest A&E is:

INCIDENT REPORTING

All incidents/accidents, near misses, foreign body incidents and allergy incidents must be reported as soon as possible.



Report incidents to:

Reporting forms are available in:

ALLERGENS

If a customer asks you about allergens within specific dish, provide them with a copy of the Allergy Information Folder and point out the allergy information sheet for that dish so they can make an informed choice, or alternatively direct them to the QR code or tablet where information is available electronically.



Allergen information is available:

Our Allergy Champion is:

SPILL RESPONSE

Spillages must be cleaned up immediately and wet floor signage displayed where appropriate.



Location of spill kit is:

STAFF WELFARE

Rest Area Location:



Smoking / Vaping Location:



Live our culture of **CARE**
Care | Aspire | Respect | Engage

DELIVERING AN IMPACTFUL, INSPIRING, MOTIVATING TEAM BRIEFING – BRINGING CARE TO LIFE.

GUIDELINES TO DELIVERING A GREAT TEAM BRIEF

Be prepared and prepare your team for success

Plan the team brief in advance, striving to ensure that it will have impact. The briefs are essential to your teams' performance.

How are you going to make sure that your team brief is memorable?

Open with impact, add something different (a joke, a story, which will inspire or motivate) and end with impact. The beginning and end are the parts which your team will remember the most.

Engage and Interact / Listen to what your team have to say throughout the team brief

Make your brief engaging and interactive by involving the team. Solicit feedback and ideas.

Include reference to CARE during every team brief

At Levy UK & I we strive to create '*Legendary Experiences*' for our guests and each other, always living our culture of **CARE**. To help our teams understand and live our culture of **CARE**, managers and team leaders are required to include reference to **CARE** in every team briefing. Please refer to the CARE Section of this briefing document for further detail on how to include **CARE** effectively within your team brief.

BRIEFING TOPICS

Welcome and introduction

Please provide a warm welcome to your team ensuring that everyone feels welcomed, valued and included. Provide the team with an overview of the day / event including details of the client and event timings. Ensure that the safety briefing has been completed.

Wellbeing

Please ensure the wellbeing and comfort of your team including the below:

- All team members have been provided with a tour of the venue and are aware of the team member welfare facilities including location of toilets, changing areas and refreshment areas.
- Team members are aware of their break times and when and where to take their break. Team members have access to water and the appropriate refreshments for their shift.

Security

Ensure you are following the correct security protocols as per your venue / HR requirements. Please brief your team and ensure that they are aware of the venue's security protocols. Ensure that all team members are wearing wrist bands at all times and/or required venue IDs. If the team members in your area are storing belongings, they must be stored in clear bags, clearly labelled with their name, work area and contact number.

Young Workers & New & Expectant Mothers

Please ensure that an onsite risk assessment is completed for young workers (under 18s) and new and expectant mothers prior to their shift taking place.

Personal presentation/first impressions

Brief your team on the standards of presentation and dress, reiterating the standards for the venue. To comply with food regulations long hair must be fully tied back and earrings/excess jewellery removed. Nail varnish and false nails are not permitted in a food preparation and service area.

The following service conversations may be utilised to deliver a short training session: Service attitude, delivering a great impression, personal presentation.

Menu Information

Please run through the menu information, ensuring that all team members understand the terminology and what is on the menu. Reiterate the importance of checking with guests for allergens and dietary requirements. The 'handling allergens' service conversation may be used to deliver a short training session on handling allergens.

Responsible Alcohol Service

Please reiterate the importance of responsible alcohol service emphasising the importance of Challenge 25, the forms of ID accepted and measurements. The 'Responsible Alcohol Service' service conversation may be used to deliver a short training session.

Profit Protection / PCI Compliance

Reiterate with the team the importance of following the venue's PCI and Profit Protection Procedures at all times. Train and refresh the procedures as required.

Dignity at Work

Brief your team on the importance of dignity at work. All team members have the right to be treated with consideration, dignity and respect, and we all have a responsibility to set a positive example in how we treat each other in order to create a culture of respect and dignity for all. All Team Members are encouraged to report incidents of bullying or harassment to a manager even if they are not the victim. Please ensure that the 'Speak Up' Posters are visible within team member areas.

Feedback from the last shift/event

Discuss what went well, what should be done differently this time.

Recognise those team members who demonstrate CARE

To help embed our culture and encourage your team to put **CARE** at the heart of all they do every shift, recognise those team members who have demonstrated **CARE** during the previous event. This can be through a simple thank you, a venue reward or being nominated as a Levy Legend.

Service Conversations

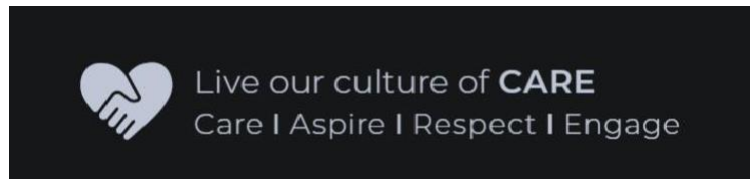
To enhance your team briefings, utilise the Levy Service Conversations to further embed CARE and enhance operational knowledge and service skills within your team. Service Conversations can take between 5 and 20 minutes depending on the topic and time available.

CARE

CARE is our Service Mantra at Levy UK & I. To help our teams understand and live our culture of **CARE** managers and team leaders are required to make reference to **CARE** during every team brief.

To embed our culture of CARE please discuss with your team how they will demonstrate CARE to both their guests and team during the shift.

CARE is an acronym which is used to describe the following 4 behaviours: **Care, Aspire, Respect and Engage.**



CARE – We are nice people and are nice to everyone that we engage with. We keep fantastic service, food and drink at the heart of all that we do.

ASPIRE – We share goals to achieve more together. We are dynamic at exceeding our guests' expectations.

RESPECT– We respect our guests, each other and our environment. We value diversity, creating positive and trusting relationships. We take ownership when things go wrong.

ENGAGE – We take time to welcome our guests and colleagues, greeting everyone with a friendly smile and eye contact. We listen to our guests to make suggestions and recommendations to enhance their experience with us.

To support you in discussing **CARE** as part of your team brief, we encourage you to utilise the 2023 CARE Briefing Conversations which include the daily care commitments that our team members can take to create *Legendary Experiences* for their guests and colleagues.

Remember the impact that you all have on today, the atmosphere in which you create. You are vital in delivering memorable experiences to your guests and colleagues.

Manager Briefing notes



Live our culture of **CARE**
Care | Aspire | Respect | Engage

Welcome, introduction & event overview

Promote inclusion and positivity, event overview/ details

Wellbeing

Toilets, breaks and welfare

Security

Wristbands/ ID and storing belongings

Young workers and New & expectant mothers

Complete risk assessments

Personal presentation & first impressions

*Uniform standards
Service conversation*

Service conversation (first impressions) topic:

Menu Information

Details descriptions and knowledge checks

Dietaries

Handling allergens

Responsible alcohol service

Process and IDs accepted

Profit Protection / PCI

venue PCI & profit protection procedures

Dignity at Work

Reiterate importance & reporting

Feedback from the last shift/event

CARE

Care, Aspire, Respect, Engage

Reward and recognition

Venue and Levy legend awards recognising CARE

Service conversations

Refresher training

Service conversation topic: