

# BMS Review meeting

DATE: 17 November 2025

LOCATION: Teams 13:30pm

Attendees	
Mark Armstrong – MA	HSE & Technical Services Director
David Crowe – DC	HSE Director – South Region & Levy
Simon Chattock – SC	Head of Vendor Assurance
Nicola Clason - NC	Systems and Auditing Coordinator
Ashleigh Taylor - AT	Head of Environment
Angus Boyd – AB	Head of HSEQ – Compass One
Robert Clapham – RC	HSE Director – North Region & B&I
Rachel Beirne – RB	Head of HSE Compass Ireland

Apologies	
Guest Attendees	None this meeting
Minutes taken by:	Nicola Clason

Actions			
no			Date
1	Remove the Legal Registers for Food and Health and Safety from the HSE Website once confirmation they are held on Barbour	NC	
2	To provide details of the last Crisis Management test to DC	MA	
3	To add a piece into the BMS with regards to the new Mystery Shopper Audit	DC	
4	To touchbase with Alison Richards with regards to Did we make you Smile feedback	NC	
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## Supporting material for minutes

- Minutes of last management review November 2024
- HSE Strategic Objectives 2024-25
- Unit Managers HSE Objectives 2024-25
- LTIR 24-25 Period 12
- Health and Safety P12
- Business Management System Manual (BMS)

## Actions carried forward from last meeting

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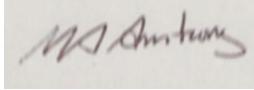
Meeting opened at 1:30pm, MA thanked everyone for attending and their continued commitment to supporting this work. Team was reminded that all data and information provided was confidential and not to be distributed.

## Exec summary

Positive overall meeting with much discussion; all agenda items covered.

Below in no order are the areas raised and discussed:

- **Actions arising from last meeting/ISOQAR review**  
➤ All actions from last meeting were closed out.
- **Review of the BMS Manual**  
➤ DC updating us on the BMS system and the business sectors. Just needing to acquire updated information with regards to the total people and turnover.  
➤ DC noted that he had updated the accountability piece to now reflect the new additions.  
➤ DC noting that the Legal Registers are being updated to be held on Barbour moving into 2025, so that we get automatic notifications from the system of any new related legislation, changes to legislation or revoking of any parts of legislation. This will be across Food Safety and Health and Safety. Environment Legal Register is already on Barbour. AT noted that the Environmental aspects register is due to be reviewed this month. DC asked AT if she knew when the sustainability report was due and AT noted that it is looking like January 2026 to be published.  
➤ DC to update with regards to the new WorkJam system which is replacing the connections system. Also to include the expanding auditing piece with regards to Mystery Shopper and around target auditing. DC noting that there was 1145 audits completed this year and RC asking if we audit have new unit audits numbers counted in these and DC confirming that they don't. Running through the top non conformance actions and noting that they are mostly in food safety. Most complaint questions run through.
- **Review of objectives (2024-25)**  
➤ Reviewing the unit manager's objectives.  
➤ TRIFR rate for last year was 3.17 against and target of 3.83 and FSIR was 0.26 against a target of 0.23 for Compass Group UK & Ireland.  
➤ Note added that the new Food Allergy Incident Investigation Packs were launched this year and are included on the KPI's for this year.  
➤ RC suggesting that a new KPI to be included regarding the review and update of any chemical assessments on site and that appropriate PPE is supplied to colleagues.  
➤ AB asking whether making the objective list more focused objectives and not BAU items. DC suggesting maybe as include three new targets each year that are more focused on trends from the previous year. RC noted that an objective around equipment and structural defects should be included so there are better monitoring and rectification of these.  
➤ DC had introduced a new Pest Management Plan that all units need to ensure that they use this on site to ensure correct responsibilities are noted  
➤ AT noted that there will be a new packaging target coming in the new year aimed at frontline units.  
➤ Above unit – to include as per HSE updates section of the website, FSMS and WSMS. RC.  
➤ HSE strategic objectives  
➤ DC noting that there should be an addition to the line for FSMS and WSMS validation to include that the relevant updates from the HSE Monthly updates page has been reviewed when checking this.  
➤ There is to be a See Care Share refresh in the new year and the inclusion of Leadership teams down to frontline colleagues to redo this  
➤ To continue with the rollout the use of AI and QR codes and adopt the use of the compass digital strategy across the business. This will enable enhanced monitoring of food safety systems and labelling within our high-risk sites.  
➤ AT amending objective to delivering all environmental commitments. SC that all new suppliers are to agreed to the supplier code of conduct.  
➤ New year targets  
AT noting that there is work going on with regards to new Environment targets for across the business. SC noting that they are continuing to get more suppliers onto the TPIDD system.  
DC noting that the Safety walk target is 12,245 to be completed throughout the year across all sectors. Each sector has been provided with their individual target.
- **Overall performance improvements and process development**  
➤ Monthly Updates to documents made by the HSE Team are held on the Website Updates page, to ensure this continues as this assists the frontline in ensuring the correct documents are in use on sites. WorkJam will be introduced for better communication across the business.

	<ul style="list-style-type: none"> <li>➤ DC confirming that Menu Guide has been rolled out across the business as an alternate to the allergen tablets</li> <li>➤ <b>Client feedback including compliments and complaints</b></li> <li>➤ DC to share the feedback received from the Wimbledon clients.</li> <li>➤ RC suggesting we speak to Alison Richards with regards to feedback on Did We Make You Smile surveys, requesting that we are provided with some dashboards and examples</li> <li>➤ DC also developed a new pest management plan following on from a review after an incident.</li> <li>➤ <b>Internal audit results</b></li> <li>➤ There was 1145 audits in the year with an average scores of 86.99. safety walks 22500??</li> <li>➤ DC noting that we want to look at reviewing the safety walks carried out and the trending of these. Leadership teams should then be feeding back at meetings with regards to these and ensure people are following up on actions.</li> <li>➤ To develop reports that shows comparisons against sites with EHO visit, high incident numbers and compare them against where sites have had audits / safety walks and these more targeted.</li> <li>➤ <b>Training requirements update</b></li> <li>➤ See Care Share is to be reviewed and refresh this for the new year.</li> <li>➤ Annual refreshers of the Level 2 and 3 Food Safety course has now been done and competency tests are now included. Will look in the new year to do the same for the Health and Safety Training.</li> <li>➤ Environment level 2 to be updated and relaunched. DC noting that it might be worth then taking this out of the courses that it is contained in to make this a standalone mandatory course. RC noting that if AT writes the script the L&amp;D can use this to build the training with the new AI they have and then mandate it.</li> <li>➤ At noting that the Sustainability apprenticeship - Act Academy to be rolled out next year</li> <li>➤ DC noting that as part of our Social Promise and improving the local community and giving people the opportunity for growth and learning, we launched Xcelerate. Xcelerate is our new learning hub, Xcelerate with Edgbaston is a multipurpose space within Edgbaston Stadium. Equipped with cutting-edge technology, our spaces house state-of-the-art kitchens, bars, and front-of-house areas ideal for real-world learning. Alongside providing facilities for training and apprenticeships, we also offer a range of commercial courses for you to come and hone your culinary skills. We work with our Compass Learning and Development and Apprenticeship Teams along with local community enterprises to ensure inclusion for all.</li> <li>➤ All updated documents are now visible on the monthly update page on the website.</li> <li>➤ Allergen champion course has been updated on the system</li> <li>➤ CPU training module is new and launched this year.</li> <li>➤ QR codes now available as a training piece for the frontline</li> <li>➤ Assistance with Being EHO ready is now available to review</li> <li>➤ <b>Review of the Policy Documents</b></li> <li>➤ Policy review being carried out and under review</li> </ul>
	<p><b>Time and date of next meeting TBC – date – TBC location TBC – time TBC</b></p> <p>  <b>Mark Armstrong</b>  <b>H&amp;S and Tech Svcs Director</b></p>

## Awards

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- Chartwells
  - Awaiting
- Levy Restaurants UK&I
  - RoSPA Presidents Award
- Healthcare
  - RoSPA Highly Commended
  - RoSPA Presidents Award for number of gold in succession
- Energy
  - British Safety Council International Safety Award (Merit)
  - RoSPA Order of Distinction (23 Years Gold)
- ESS
  - ROSPA Order of Distinction (16 Years Gold)
- Foodbuy
  - Social Impact & Diversity Award
- Ireland
  - RoSPA Higher Distinction
  - NISO Higher Achiever
- Retail
  - RoSPA Gold
- B&I
  - RoSPA Gold
- CH&CO
  - RoSPA Gold (8 Years)