



see



Care



Share

Monthly HSE Review

Feb 2026

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LONDON

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WE LOOK OUT FOR EACH OTHER

CH
&CO

TRIFR & MFSIR



YTD	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	21	10	3	4	4
MFSIR	3	1	0	0	2
FSIR (FB +MFSIR)	14	8	1	1	4

P4	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	6	2	1	2	1
MFSIR	0	0	0	0	0
FSIR (FB +MFSIR)	2	2	0	0	0

Accidents, LTI & RIDDOR - January



January

- **Burn (LTI)**
 - Hot oil and liquid in eye whilst grilling.
- **Struck by moving object (LTI)**
 - Colleague dropped ceramic Dishes onto the foot of another colleague



Hazard Observations and Near Misses YTD



9 Hazard Observations

- Trip hazard identified x2
- Unattended Water spillage found x2
- Overloaded electric socket x2
- Knife left on top of a fire blanket
- Oil found spilt on the floor
- Tea towel draped over Aseptopol dispenser

15 Near Misses

- Colleague collapsed
- Slip & Trips x4
- Finger stuck in piping nozzle
- Door pulled from hinges
- Near burn from spilling hot water
- Chemical mix up Lime away being used instead of wash n walk
- Food falling off of a trolley
- Hit on the head whilst opening a door
- Spilled coffee found on floor
- Coffee machine ejecting boiling water

A form titled 'AIR3 REPORT A HAZARD OR NEAR MISS' with the subtitle 'ALL INCIDENT REPORTING SYSTEM'. It includes a QR code and a table for reporting details. The form also contains safety instructions and a footer with the code 'HS.G.041.01'.

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

Lesson Learnt – Exploding Lemons



In one of our kitchen spaces last month a lemon exploded in a colleague's face. The colleague was grilling the lemon for aesthetic purposes. When it exploded, it caused hot oil and lemon juice to splash in the colleague's eye.

Upon visiting the hospital, they were informed that they had suffered a burn to the corneal layer of their eye and they would need to take eye drops to assist with the healing of the eye.

We have recommended that the grilling of lemons should be completed in an oven at a high heat. This should produce a similar caramelised effect to that of grilling.

BE MINDFUL

Assess the risk

with any unfamiliar action.

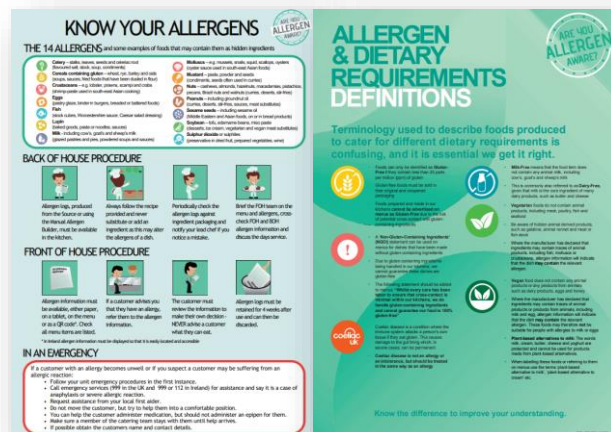
- Ask yourself “Is this the safest way to do this?”
- If in doubt, check the HSE website or reach out to the HSE team for advice.

Alleged Allergen Incidents (AAI) - January



MFSIR

In the month of January we recorded ZERO AAI's across Vacherin. Well-done team!



*"Are you displaying the correct
Colleague facing Allergen
formation?"*

Allergen Awareness



Allergen Risk Assessment – Deadline was 31st Jan

There is still work to do with the Online completion of the Allergen Risk Assessment. This is being monitored for compliance by Compass. CH&CO is currently lagging behind our Compass Partners. We need to make a coordinated effort to get this completed ASAP. Please complete using the Origami app.

Being Allergen aware is a continuous process please use the following to keep us compliant.

- Monthly Allergen Compliance Audit
 - Complete this once a month to ensure that our Allergen information is correct.
- Allergen Compliance Walks
 - A 10-minute exercise to test your sites Allergen compliance processes.



Allergen Champions – We Need You



Has your site nominated an Allergen Champion yet? Each operation needs one so please speak to your team about who would be suitable candidates.

Champions will help us to prevent the following common risks

- Miscommunication between customers and servers or between kitchen and front of house resulting in incorrect allergen information being provided to customers.
- Confusion over similar available menu items during service resulting in the incorrect allergen containing food being served to a customer
- Failure to check labels for allergen content of bought-in foods resulting in allergens being missed from the information provided to customers.
- Allergen procedure not being followed i.e. customer not being directed to written allergen information and incorrect information being provided verbally
- Unlabelled or incorrectly labelled food



Allergen Champion training is available via e-learning.

Alleged Food Poisonings (AFP) - January



MFSIR

More Great news! In the month of January we recorded ZERO AFP's.

To help with maintain this excellent score throughout the year please make sure that we **Check** and **Record** the temperatures for each Critical Control Point - *Delivery, Storage, Heating, Cooling and Service for both HOT and COLD foods.*

Accurate records prevent illness & substantiated cases.



Alleged Foreign Bodies (AFB) - January



That's Three 0's in a row!

In Unit AFB 0

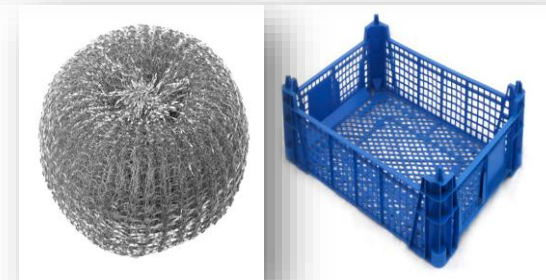
Supplier AFB 0

What to look out for whilst onsite to prevent AFB's

- Mushroom crates
- Metal Scourers

These items have a history of becoming Foreign Bodies in our Catering Areas. If spotted, please request that our teams remove them from our operations.

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See, Care, Share – Monthly Update

This months SCS update* focuses predominately on our Barista spaces.

- *Put a lid on it* – Preventing burns and scalds
- Food safety conversation on our drinks service process and signage.
- Allergen awareness - Milk & Milk alternatives
- New Allergen Food Safety Conversation on Gluten Free



*Monthly update to be displayed on our communications notice board

Quarterly Record Completion



Complete Your HSE Quarterly Record

Take ownership of your unit's performance by completing the HSE Quarterly Record self-assessment.

Review all five key areas:

- Health & Safety
- Food Safety
- Environment
- Quality

How to Complete

On your phone:

Open the Origami App, go to Forms, and select the Quarterly HSE Record.

Online:

Complete via the AIR3 system using the link or by scanning the QR code.

Need guidance?

Follow the AIR3 HSE Quarterly Record Reporting Guide for step-by-step support.

What's Expected

- Answer honestly and accurately.
- Log any issues as Corrective Actions.
- Close out all actions within 28 days of being raised.

Next Steps

Look out for an email from notifications@origamirisk.com with your Grant Access link to close actions.

Questions or support needed?

Contact the HSE Helpdesk at hse@compass-group.co.uk.

Leadership Safety Walks

- CH&CO 295
- Vacherin 66
 - In Unit 52
 - Regional Ops 14

I would like to see and increase in the number of completed Safety walks across our organisation.

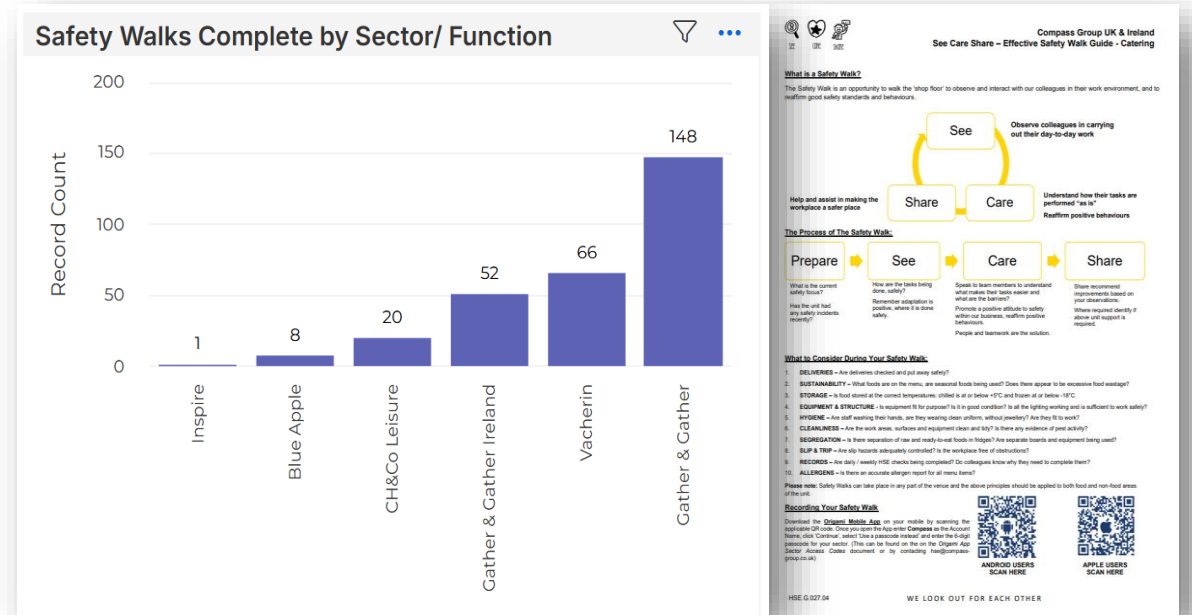
Effective safety walk guidance is available on the SCS section of the HSE website.

QR codes can be used to download the Origami app onto mobile devices.

When signing in;

- Compass for the account
- Select *use a passcode* - Chco12

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Food Safety Conversation – February 26



Food Labelling & Shelf-Life Rules

- All food must be correctly labelled to show contents and safe use dates.
- Best Before: Indicates quality, not safety. Food may be used after this date unless site rules require strict compliance. (refer to storage posters for guidance)
- Chilled / Ready-to-Eat: Store in sealed containers and date code for 72 hours shelf life (record the time)
- Frozen: Label with shelf life of up to 6 months (or 3 months in Ireland).
- Always use approved Compass food storage labels when transferring dates or product details from original packaging.

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SAFE FOOD
served with you in mind

Food Safety Conversation No5:
Food Labelling & Shelf Life
FS.SC.005.02

Key Learning	What You Need To Know	Shelf Life
It is a legal requirement to ensure food is properly labelled with certain information to help you and the customer know what is in the food and how long it is safe to use or consume the food before it must be discarded	☐ Use 'By' dates relate to food safety and food must not be cooked, sold, frozen, consumed or used in any way past this date. It is illegal to sell any food that has passed its 'Use By' date. ☐ 'Best Before' dates relate to food quality and food is safe to eat after this date, depending upon the taste, texture and general quality of foods. Products with a 'Best Before' date may be used beyond this date, unless client site rules require 'Best Before' dates to be stringently observed. ☐ Do not use ANY out of date foodstuffs past their 'Use By' date. ☐ Sandwiches/wraps etc - Apply a shelf life of two days (day of production +1). ☐ Chilled / Ready To Eat food - Wrap or store in sealed containers and date code with a shelf life of 72 hours. ☐ Foods prepared and cooked in the unit then chilled and frozen have a food label with up to 6 months shelf life (3 months in Ireland). ☐ Food Delivery Checks must include a check of product labels to ensure they have sufficient shelf life to fit in with your menu schedule. ☐ All ready to eat foods with 'Use By' dates are checked daily at end of service and logged on the Closing HSE Checklist. ☐ Whenever transferring shelf life dates or other product information from the outer packaging or the food manufacturer's label, only the approved Compass food storage labels must be used	
HACCP Stages	Colleague Validation	More Information
• Receipt • Storage • Preparation • Cooling & Re-heating • Food Service & Display • Vending	1. Describe what a 'Use By' date is. 2. Describe what a Best Before date is. 3. What shelf life would you give in unit made sandwiches? 4. What shelf life would you give in unit made frozen food?	More information can be found within the Good Hygiene Practice Guide No: 5 Food Labelling & Shelf Life and the HSE website



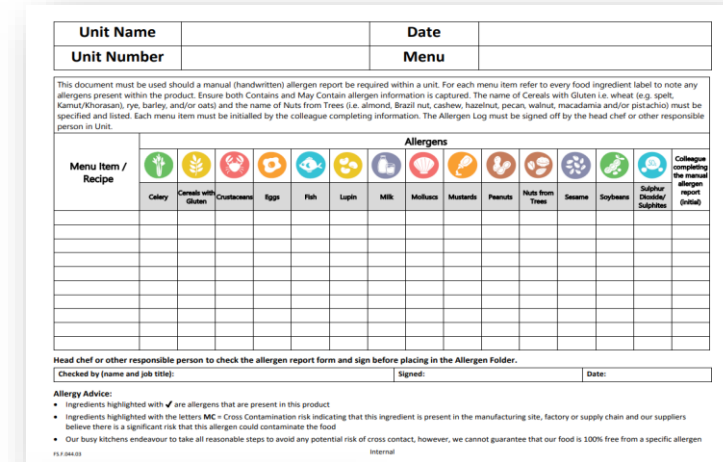
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WE LOOK OUT FOR EACH OTHER

- Customer facing allergen information needs to match the Allergen Matrix.

- Follow the two Shelf-Life posters for all on-site guidance.

- Are all your documents up to date? Client Fire Risk Assessment? Allergen risk assessment? Client Asset list?

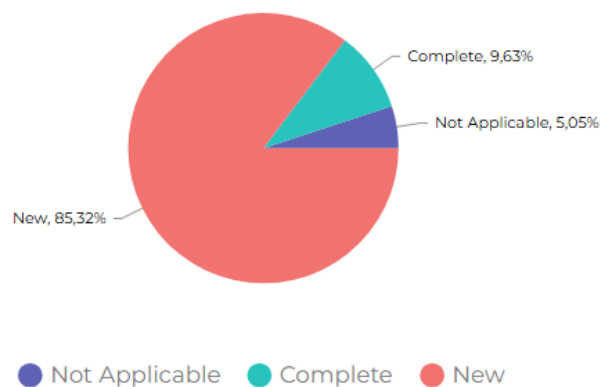


Vacherin - 77.96%



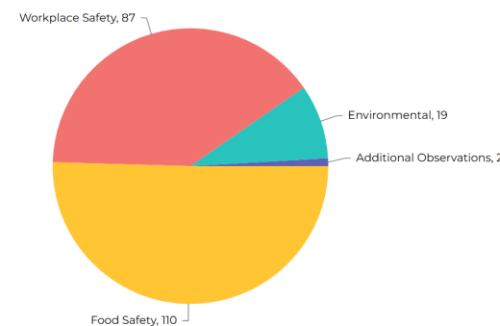
Most Common NEOC

- HSE meetings held every 6 months
- Completion of the Climate NET ZERO toolkit
- Agency Induction Templates completed and held for 12 months
- Briefing teams on FSMS and recording on the Training Matrix
- Recording Food Waste on the source



Most Common SEOC

- Allergen information containing accurate product information
- In unit food labelling using the Compass labels
- Suitable segregation of RAW & RTE foods
- Separate utensils for the preparation and cooking of RAW & RTE foods
- Minimising the use of glass in kitchen spaces



Net Zero Hub

Spill Kits and Milk Waste – What to know

- The spill response plan relates to the accidental releases of Compass owned substances such as oil, fuel, milk, alcohol, COSHH/chemical substances, and waste cooking oil.
- Spill kits can be purchased direct through Bunzl Lockhart.

For more information download The Environmental Tool kit using the link below.

[Climate Net Zero Toolkit v2.1 May 2024 v2.pdf](#)

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A document titled 'Immediate Spill Response Plan' with the Compass logo. It includes sections for 'STOP', 'CLEANUP', and 'NOTICE'. The 'STOP' section lists: 1. Stop work immediately and restrict access to the area, 2. Evacuate area, stop traffic, 3. Turn off sources of ignition and provide natural ventilation where appropriate. The 'CLEANUP' section lists: 4. For oil, use appropriate PPE, absorbent for preliminary, contain, remove, absorbent or highly permeable as great care should be taken, 5. Using the spill kit or appropriate absorbent material, contain the spill to prevent it spreading, 6. For water-based spills, use appropriate absorbent material, 7. Once the spill has been fully or as much as possible contained, place the used spill kit into suitable container, 8. If the spill has entered a drain that can be closed or has an overflow that can temporarily contain the spill, close the overflow or drain and contain the spill in the overflow or drain, 9. If a spill cannot be contained or you need a full spill kit, contact 24/7 Rapid Response, 10. If a spill cannot be contained or you need a full spill kit, contact 24/7 Rapid Response, 11. If a spill cannot be contained or you need a full spill kit, contact 24/7 Rapid Response, 12. If a spill cannot be contained or you need a full spill kit, contact 24/7 Rapid Response, 13. If a spill cannot be contained or you need a full spill kit, contact 24/7 Rapid Response, 14. If a spill cannot be contained or you need a full spill kit, contact 24/7 Rapid Response.

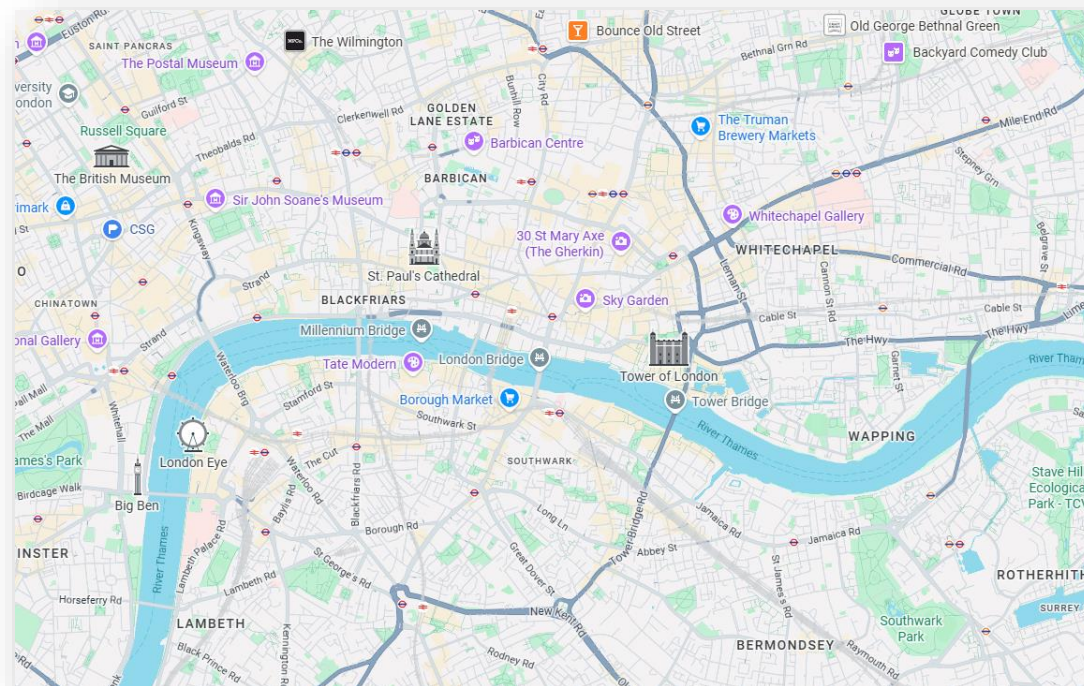
HSE Team Site Information



Booking onsite visits can be challenging when the information that the HSE team have on record has become outdated.

Can I please request that all sites contact myself with the following details for their operation

- Compass Unit Number
- Onsite General Manager
- GM Contact information
- Ops Manager
- Ops Contact Information
- Site Address



Compass policy updates from Jan 2026



[Wash and walk floor cleaning safety task card](https://www.mycompasshse.co.uk/workplace-safety/chemical-safety-coshh/ecolab/)

<https://www.mycompasshse.co.uk/workplace-safety/chemical-safety-coshh/ecolab/>

[Young Persons Work Experience Risk Assessment \(< 16 years\)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.mycompasshse.co.uk%2Fmedia%2Ftapijvb3%2Fes11b_young_persons_risk_assessment_-under-16-feb-26.docx&wdOrigin=BROWSELINK)

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.mycompasshse.co.uk%2Fmedia%2Ftapijvb3%2Fes11b_young_persons_risk_assessment_-under-16-feb-26.docx&wdOrigin=BROWSELINK

[Policy Statements](https://www.mycompasshse.co.uk/compliance/compass-policy-statements/)

<https://www.mycompasshse.co.uk/compliance/compass-policy-statements/>

[HSE Objectives](https://www.mycompasshse.co.uk/compliance/hse-objectives/)

<https://www.mycompasshse.co.uk/compliance/hse-objectives/>

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/>