



see



care



share

Monthly HSE
Review
June

2026

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TRIFR & MFSIR – P9



P9	CH&CO	G&G	G&G ROI	Vacherin	C of C
TRIFR	5	2	0	2	1
MFSIR	0	0	0	0	0
FSIR (FB+MFSIR)	3	1	0	1	1

	YTD CH&CO	YTD Target	EOY Target	G&G	G&G ROI	Vacherin	C of C
TRIFR	46	44.25	≈59	18	7	14	7
MFSIR	6	5.25	≈7	1	1	2	2
Safety Walks	1057	1080	1440	649	98	171	139
Hazard Obs	1108			920	71	95	22

“TRIFR (Total Recordable Incident Frequency Rate) – Lost Time Incidents', Medical Treatment Cases, Restricted Workdays, Fatalities

FSIR (Food Safety Incident Rate) – Allergen reaction, in unit foreign bodies and in unit food poisonings

MFSIR (Material Food Safety Incident Rate) - Substantiated allergen reaction, substantiated food poisonings”

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Vacherin HSE Dashboard



TRIFR - Vacherin YTD

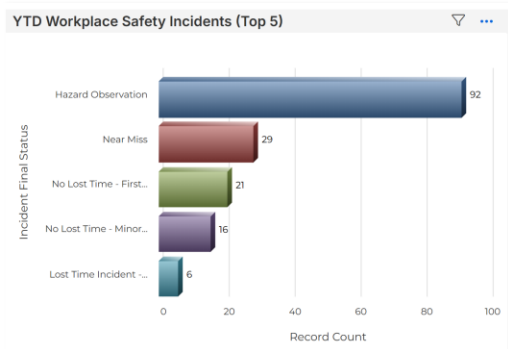
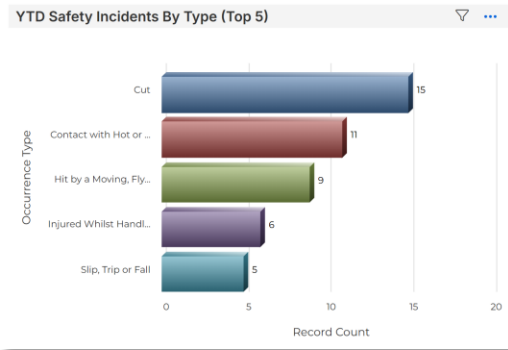
LTI	12
RIDDOR	5
Total Recordable Incidents	15
Reported Injuries	59
Hazard Observations	104
Near Misses	32
In Unit AAI	2
EHO Inspections	24

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Accidents, LTI & RIDDOR - June



TRIFR – 2 new incidents

LTI - Emptying deep fat frying whilst it was switched on as it had been overfilled.

RIDDOR – over 7 day injury – IP struck in the ankle with a catering trolley, by a client.



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Hazard Observations and Near Misses YTD



Hazard Observations 96

2 New Hazards logged in June

Near Misses 30

0 New Near Misses logged in June



*“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”*

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A vertical form titled 'AIR3 REPORT A HAZARD OR NEAR MISS'. The form has a yellow header with the title and three icons (see, care, share). Below the header, there is a paragraph of text: '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.' This is followed by another paragraph: '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'. In the center, there is a QR code with the text 'REPORT A HAZARD OBSERVATION OR NEAR MISS SCAN THE QR CODE ADJACENT:' to its left. To the right of the QR code, there are two yellow boxes with text: 'Use when you have spotted a hazard which may lead to an incident or injury' and 'Use when there is a near miss incident that could of resulted in an injury'. At the bottom, there is a yellow box with four fields: 'Unit Number', 'Unit Manager Name', 'Unit Manager Phone No.', and 'Unit Manager Email'. The form number 'HS.G.041.01' is printed in small text at the bottom right.

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Alleged Allergen Incidents (AAI) - June



MFSIR – GREAT NEWS 0 New incidents!

We remain on **substantiated 2** incidents YTD.



BE MINDFUL

- It is being vigilant about hazards, your surroundings, team members and your fitness for work.
- It is staying focussed on the task you are doing and looking for ways to improve the way it is done.
- It is taking time to plan and focus on doing the task safely.

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Alleged Foreign Bodies (AFB)



Year to date we have **33** Foreign bodies across CH&CO, with 0 new ones in June. Items that have been found in clients dishes include;



BE MINDFUL

- It is being vigilant about hazards, your surroundings, team members and your fitness for work.
- It is staying focussed on the task you are doing and looking for ways to improve the way it is done.
- It is taking time to plan and focus on doing the task safely.

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Vacherin Audit YTD (23/6) = 82.98% + 1.01%

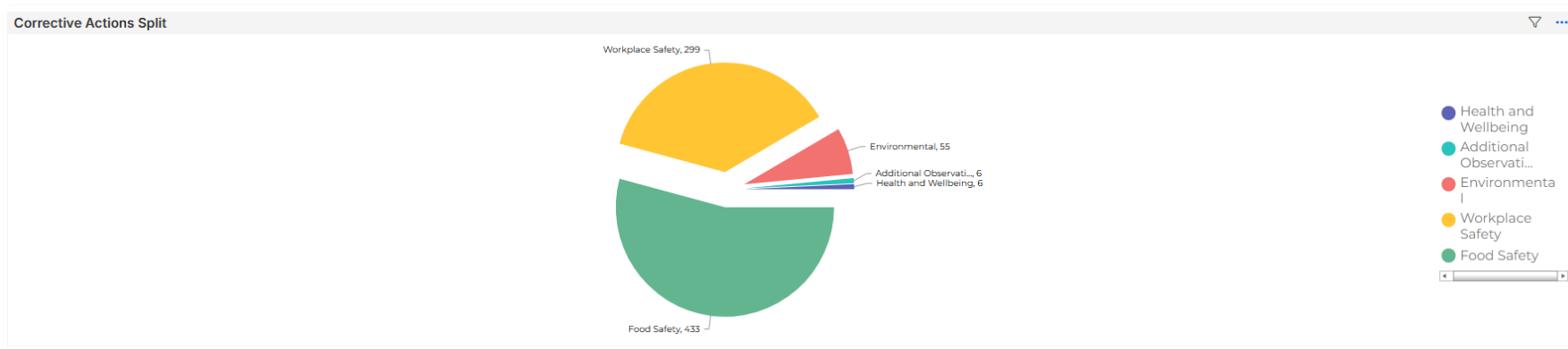


Most Common NEOC

- Completion of the NET ZERO toolkit
- Holding HSE meetings
- Recording Food Waste on the Source
- Agency and Temporary workers Inductions
- Quarterly Record Completion within 3 months

Most Common SEOC

- Accurate Allergen Information
- Implementation of the Glass Policy
- Labelling all in Unit produced foods
- Displaying the correct Chemical Safety Task cards
- Identifying HIGH risk Manual Handling tasks



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

[HSE AUDIT VACHERIN COPY](#)

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Allergen Awareness – Customer Queries



Please share this make sure that all colleagues follow this process from the Allergen GHP.

Where customers ask service colleagues directly for allergen information or require additional help, the following rules must be followed:

- When asked for allergen information **provide the customer Allergen Information Folder** or **direct them to the allergen tablet, menu or QR code**.
- **Colleagues must not recommend or advise the customer on their choice** but must allow the customer to make an informed decision.
- **Should the customer seek further guidance** or have an allergy to a food other than the major 14 UK allergen, they must be **referred to the supervisor, Allergen Champion or chef responsible for preparing or cooking the item**.
- **Colleagues must never guess the answer to an allergy or intolerance enquiry** but must always seek clarification



“I Have a nut allergy. Is it safe for me to eat?”

“Here is our allergen Report, which contains information for all our menu items.”

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“In unit produce food must have matrixes and menus produced / reviewed daily”



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“The monthly Allergen Compliance document must be used to check the ingredient of all brought in goods”



Allergen Champions



Each site should have at least 1 nominated **Allergen Champion**.

Allergen Champions are the person/persons on site who assist with Allergen queries from our customers. If customers still have questions after being provided with information in our **Allergen Matrix and menus**, we must follow the guidance from our Allergen Awareness Training, the Allergen GHP & Allergen Conversations.

The role is usually held by, but not limited too;

- The Site Manager
- Head Chef
- Restaurant Manager
- Sous Chef

Please make sure that you **familiarise yourselves with the role by watching the video** below and **then make sure your team know who you have nominated as Allergen Champions** within your operation.



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“Having incorrect information and not following procedure does not just cost you points on an audit.

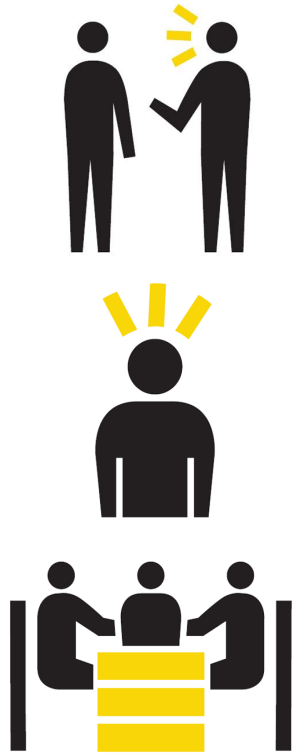
It can cost LIVES.”

Click to watch the [Allergen Champion Video](#)

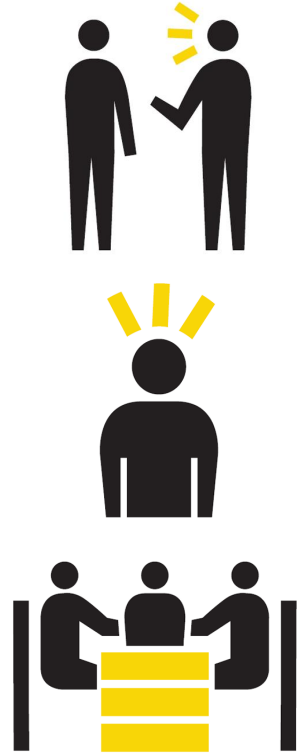
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See, Care, Share – Monthly Update



- Heat Exhaustion
- UM coaching sessions See Care Share
- Take home safety – in the garden



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“Each monthly update needs to be Communicated in our team huddles & then displayed on our communications notice boards”.

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Leadership Safety Walks – June (23/6)



CH&CO TOTAL	1057
VACHERIN	171
IN UNIT	116
REGIONAL OPS	51

When signing in;

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



Prepare

What is the current safety focus?

Has the unit had any safety incidents recently?

Using the monthly Safety walk topics allows us to engage on a different 2 different topics each month.

If your site has had an incident recently then you can base your onsite topic around that incident.

See

How are the tasks being done, are completing them correctly? Remember adaptation is positive, where it is done safely.

Ask our team their thoughts on the processes discussed that week? Are they following the guidance? Are they aware of the correct procedures? Have they fully understood the training?

Care

Speak to team members to understand what makes their tasks easier and what are the barriers? Promote a positive attitude to safety within our business, reaffirm positive behaviours. People and teamwork are the solution.

Remember we are not the health and safety police. If colleagues have not been following safety procedures we want to positively engage and change people's mindset, not to chastise them.

Share

Share and recommend improvements based on your observations. Where required identify if above unit support is required.

Ask the team to share their findings on the walk. What did they find? Ask what we can do to improve.

[Leadership safety walk video](#)

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Leadership Walk's HSE Conversation



SAFETY CONVERSATION

WHAT YOU'RE GOING TO LEARN

In this safety conversation you will learn how to avoid slips, trips and falls from stairs and steps. Falls from stairways can result in serious injuries, so let's take it one step at a time and learn how to cut out associated risks and hazards.

HOW IT WILL HELP YOU IN YOUR JOB

- Following this conversation, you will:
- Understand the importance of using provided handrails
 - Know what precautions to take when carrying items up or down stairs
 - Be aware of what to do when you spot a hazard and who you should report it to
 - Understand how you can help to prevent incidents when using stairs

WHAT YOU NEED TO KNOW

Handrails - The vast majority of stairway falls result from a loss of balance, but a very common contributing factor is neglecting to use handrails. Handrails are fitted for a reason, so make sure **you should grip the handrail when going up or down stairs**. Being distracted when walking up or down steps can also have nasty consequences. This often happens when people use their phone or chat to their colleagues when walking up or down stairs. Resist the temptation to use your mobile when on stairs, just **leave your mobile securely in your pocket or bag**. You will soon be up or down the stairs, where you can safely make your call.

Carrying Items - You should use extra caution on stairs, **don't rush or hurry!** If possible, use the lift and avoid carrying boxes or other large items on stairs. If items do need to be carried on stairs, you should **limit the load**, always keeping one hand free so that you can **grip the handrail**. You might have to make multiple trips, but you will be much safer - and fitter!

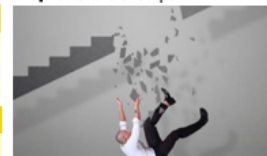
Housekeeping and Maintenance - Good housekeeping is also vital to stair safety. Nothing should be sticking out from the surfaces of stairs, handrails or banisters (like nails or splinters), as these can cause a fall. If you notice any spills, wet spots, or debris don't ignore them, but clean them up immediately. Good visibility in stairways is very important, so **when you notice any broken or malfunctioning lighting report it to your manager**, so it can get fixed.

Play your part - we should be looking out for one another, so if you see a team member not following this guidance remind them of this conversation. If you need help carrying something up or down the stairs make sure you ask for help, and if you see someone carrying something they shouldn't be, offer to help.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Some of the incidents on stairs can be caused by inattention and unsafe behaviour. Discuss with your team:
- Give at least five examples of unsafe behaviour when using stairs.
 - What would you do if you noticed someone using the stairway in an unsafe manner, such as carrying too much down a set of stairs or using their mobile phone?

Topic: Stairs & Steps



BE MINDFUL

- Do not store any materials on stairs
- Clean up any spillages or debris immediately
- Always make use of handrails when going up and down stairs
- Do not use or talk on your mobile phone when using the stairs

SPEAK OUT

- Any disrepair or damage to stairs or handrails should be reported
- Stop any unsafe behaviours or report them to your manager
- Encourage your team members to make use of the handrails when on the stairs

GET INVOLVED

- Discuss ways on how to improve safety on stairways
- Promote safe behaviours when using stairs
- Report any defects to your manager

YOUR VALIDATION

- What should you **not** do when going up or down the stairs?
- What can we do to make sure we are safe when using the stairs?
- What should you do if you spot a hazard on the stairs?



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HS.SC.023.01

COMPASS
GROUP

Get Involved

Encourage your colleagues to work safely and to follow the correct procedure when using stairs;

- Understand the importance of using provided handrails
- Know what precautions to take when carrying items up or down stairs
- Be aware of what to do when you spot a hazard and who you should report it to
- Understand how you can help to prevent incidents when using stairs

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Leadership Walk's FS Conversation



 SAFE FOOD served with you in mind Food Safety Conversation No9: Cooking FS.SC.009.03		
Key Learning	What You Need To Know	
Cooking is a critical step to ensure that any bacteria that may be present in food are completely killed and the food is safe to eat for your customers 	☐ Food poisoning micro-organisms are killed through the correct Time and Temperature combination. ☐ Food must be cooked thoroughly to achieve a core temperature of +75°C. ☐ Temperature check all protein foods using a sanitised probe thermometer to ensure completion of the cooking process, and record the temperature on the Food Production Temperature record form or the digital HACCP equivalent. ☐ Never undercook rolled joints / minced or diced meat / poultry / pork as these are high risk food items and require thorough cooking to reduce the risk of food poisoning bacteria being present. ☐ Some whole cuts of meat and some fish products may be cooked to a lower temperature. - For whole cuts of meats required "pink" or "rare" check to ensure the outer surface of the meat is fully sealed and browned off before serving. - Whole pieces of fish (e.g. tuna steaks) can be served 'rare' as long as they have been fully seared on the outside. ☐ Also visually check food to ensure it has been cooked thoroughly: - Check the centre of fish or near the bone to make sure that the colour and texture has changed. - Shellfish such as prawns and scallops will change in colour and texture when they are cooked. - The juices from pork, rolled joints and poultry should be clear and not have any red of pink in them. - Ensure poultry and minced meat products are not pink inside - Check that pizza bases are cooked and that the toppings are bubbling ☐ Food temperature probes must be accuracy checked every month using melting ice or boiling water and recorded in the HSE Logbook or on the Probe Thermometer Accuracy Record Form.       	
HACCP Stages	Colleague Validation	More Information
- Preparation - Cooking - Food Service & Display	- What is the standard Compass cook temperature to ensure thorough cooking? - Give examples of visual checks you can undertake to check food has been cooked properly. - How do you ensure a food probe thermometer is working correctly?	More information can be found in the Good Hygiene Practice Guide No: 9 Cooking and the HSE website

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Get Involved

Use the safety conversations as a topic for your safety walks. Engage with your team on the monthly topic and record their observations and feedback using the Origami App.

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HSE Champions Campaign

Safety First in Everything WE do!



we need you 

Do you actively care for your colleagues safety?
Are you an aspiring leader?
Can you help to make sure our clients and colleagues return home safely each day?




We are looking to recruit HSE Champions across our business.

Scan me for more information.



we need you 

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Throughout Vacherin and the whole of CH&CO we need to produce more onsite Leadership Safety Walks.

HSE Champions can be a great asset to your site and are a great way for us to fulfil our Leadership Safety Walk KPI's.

These colleagues fill a vital role for improving our onsite HSE culture.

They do this by;

- Delivering the Monthly See, Care, Share communications in group huddles
- Encourage colleague led hazard reporting
- Completing Leadership safety walks

Introducing this campaign to your site will help our health and safety message to be initiated from the frontline and not just from above and in unit managers. HSE Champions Help to create an US and not THEM culture, reminding all colleagues that we are looking out for each other and not just ticking boxes.

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HSE Team Monthly Hot Topic – Health & Safety for Managers

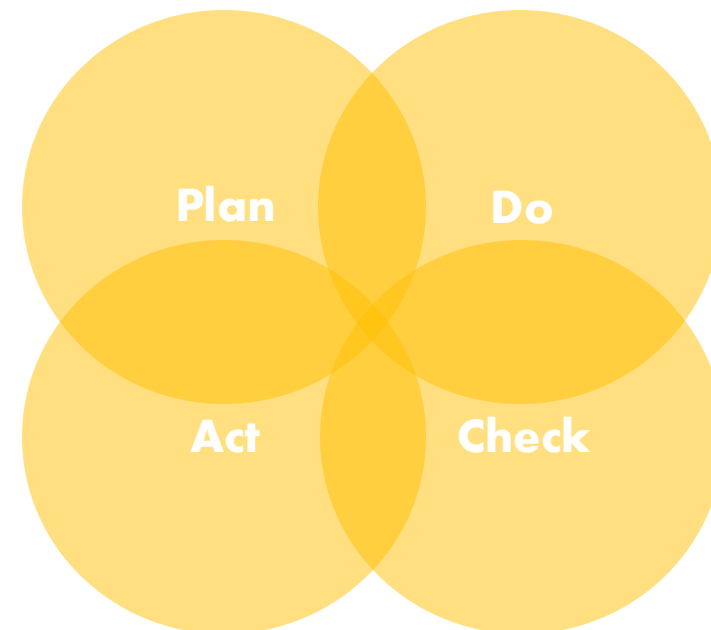


Currently the level of completion of the Health & Safety E Learning for managers is an opportunity for improvement across Vacherin.

The 60 min course focuses on the PDCA process;

- Plan
- Do
- Check
- Act

This is a valuable course available on my Learning for all levels of onsite Management to complete. It covers all the areas that you need to help your site become compliant with your onsite health and safety. Including; WSMS, FSMS, On site notices, Leadership Safety Walks, Hazard reporting and Health and Safety Meetings.



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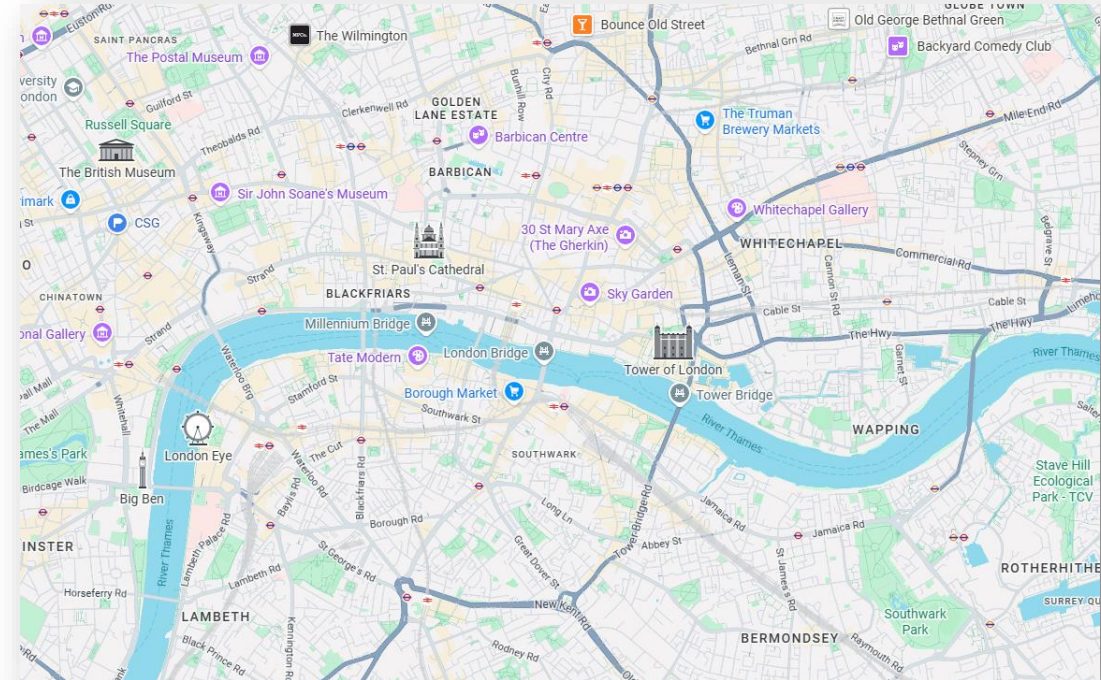
HSE Team Site Information



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



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Compass policy updates from June



June Updates

General ↓ No updates currently	Food Safety ↓ No updates currently
Workplace Safety ↓ STCCS117 Dog friendly food premises STCBG47 Staple guns (manual)	Training ↓ No updates currently
Compliance ↓ No updates currently	

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*“Updates can be found under the Compliance tab of the HSE
website”*

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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/>

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