

SEE CARE SHARE SAFETY UPDATE



COMPASS UK & IRELAND HSE

APRIL 2025

FOOD SERVICE AND ALLERGENS – LET’S GET IT RIGHT!

Allergens in the food service industry continues to present a significant risk and therefore when we are serving foods to our customers it is vital that we get it right. In order to do this, it is crucial for food service staff to understand the difference between a food allergy and an intolerance. Food allergies can trigger a range of reactions, from mild to severe, and in some cases, can lead to fatal anaphylactic shock. Remember that we are legally required to provide information on 14 specific allergens, however people may be allergic to other ingredients outside the 14. In order to comply team members must complete their allergen awareness training and be aware of where allergen information is located and how to access it. Front of house team members should ask customers about allergies or dietary requirements before taking orders. We should never advise a customer on what they can or can't eat or make assumptions about the food.

Please ensure all team members are trained, and food preparation and service is in line with all the relevant requirements under Good Hygiene Practice 13 – Allergens and where you serve PPDS foods, also the requirements under Good Hygiene Practice 21 – Natasha's Law. To find out more view the [Allergens Page on the HSE Website](#)

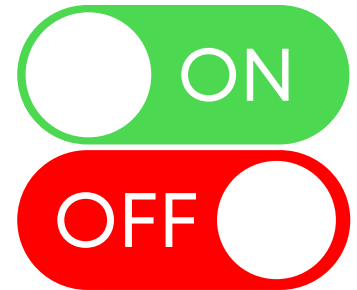
HAS IT BEEN TURNED OFF? – CHECK ALL EQUIPMENT

MONTHLY SAFETY FOCUS

At the end of a busy service there are lots of tasks that need completing: wrapping and labelling food, taking out waste, restocking, cleaning down, planning for the following day, and turning off all equipment that doesn't need to stay on. The Closing Checklist that you should be completing at the end of every day aims to support you with remembering the Health and Safety related end-of-day tasks.

Despite this, we have had a recent spate of items, including fryers, hot boxes, bain maries and food warmers being left on. Equipment that is left on may overheat and can also cause any combustible items in the vicinity to be set alight, resulting in a fire breaking out.

As well as causing significant damage to property, a fire in your unit could cause injury or even death to our colleagues, customers and any other building users. To prevent this, please make sure you don't rush when closing a kitchen, service counter or retail area. Take your time to check everything is switched off and unplug equipment where appropriate, then confirm that this has been done on the Closing Checklist. Use the checklist as the tool it is intended to be and not as a tick box exercise. Remember, if you have signed the checklist, you are taking on responsibility for tasks, including switching off equipment, being completed. We have created a Safety Share, available on the website, to help remind you to always turn equipment off.



STAY SAFE WHEN PURCHASING PHONE CHARGERS

When looking to buy phone chargers, consumers have two choices to buy either new or second-hand. In both cases, you should be aware of the risks posed from faulty electrical items, especially phone chargers. Cheap doesn't necessarily mean unsafe, but you should take precautions when shopping for a phone charger.

Cheap phone chargers may sometimes lack important safety features, which can increase the risk of overheating leading to fires.



Inferior components and inadequate manufacturing can lead to electrical shorts, potentially damaging your device or causing sparks and fires. Additionally, inexpensive chargers might not regulate voltage correctly, resulting in power surges that could harm your device's circuits or shorten battery life.

Quick Tips

- Buy phone chargers from reputable retailers
- Check the condition of the phone charger before every use
- Sometimes chargers may warm, but if it becomes 'hot' then stop using it

TAKE HOME SAFETY



SAFETY IN NUMBERS – MARCH 2025

Information and Statistics Applies To All Compass Group UK&I Units

Safety Incidents

Hazards & Near Miss Incidents:	784
Injury Incidents:	216
Total Recordable Incidents:	28
RIDDOR Incidents:	02



Food Incidents

Alleged Food Poisoning:	15
Foreign Bodies (In Unit):	12
Foreign Bodies (Supplier):	0
Substantiated Allergies:	04
Enforcement Visits:	170



Top Injury Types

Slips, Trips and Falls	117
Burns and Scalds	87
Cuts	58

SAFETY REMINDERS



Chemical Safety Information Updates

Updates to the Chemical Safety Page of the HSE Website are now live make sure you review and update your unit information where appropriate.

New Head Chef or Manager in your Unit?

If there has been a change in management in your Unit you can update your Unit Contact Information on AIR3? Keeping your unit contact information up to date is vital to ensure that units are contactable and that Product Recalls are managed effectively. [Update your details now.](#)