2.0 Trip Routine

This section provides a summary of the actions required during the offshore trip, which the Unit Manager must ensure are fulfilled.

The actions are listed in the table below, with frequency and any forms required. 'File & return' refers to the destination of the completed form - file at the unit or return to the onshore office. Procedure reference refers to the detailed procedure which can be found elsewhere in this manual.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | ACTION | FORM | FILE & RETURN | PROCEDURE REF |
| 2.1 | *DAILY* |  |  |  |
|  | Pre-shift Meeting | Pre Shift Meeting | File | 2.1 |
|  | Menu compilation 'Throw Out' | Menus---- | File---- | 7.7 |
|  | Defrosting Log Sheet | Defrosting Log Sheet | File | 7.7 |
|  | Cooking Cooling & Reheating Temperature Checks Standards of Presentation | Cooking/Cooling/Reheating Temp Record Daily Temp Checks - Storage / Service---- | File File--- | 7.77.6Sects 5,6 & 7 |
| 2.2 | *EACH TRIP* |  |  |  |
|  | HSE Meeting Agenda HSE Meeting Minutes | HSE Meeting -Standard Agenda HSE Meeting - Minutes | FileReturn & File | 3.143.14 |
|  | Safe Working Essentials Observation Cards | Near Miss Observation Cards | Return & File | 3.12 |
|  | Tool Box Talk form (SCIS) | Tool Box Talk form (SCIS) | File | 3.16 |
|  | Due Diligence Inspection | Due Diligence Inspection Checklist | File | 5.15/7.15 |
|  | Equipment Malfunction | Equipment Malfunctions Premises Summary | Return & File | 3.7 |
|  | Supplementary Services | Monthly book | Return & File | 2.4 |
|  | Customer Satisfaction Survey | Customer Satisfaction Survey | Return | 2.2 |
|  | Client Service Report | Client Service Report | Return & File | 2.2 |
|  |  |  |  |  |
|  | *MONTHLY* |  |  |  |
|  | Monthly Inspection | Food Safety Inspection Form | File | 2.2 |
|  |  | Accommodation Inspection Form | File | 2.2 |
|  | Safe Working Procedure | SWP Template | File | 2.2 |
| 2.3 | *EACH FOOD DELIVERY* |  |  |  |
|  | Container Temperature Check Goods received check | Container Temp Check Frozen & Chilled---- | File--- | 7.57.5 |
|  | Non Conformance/Credit Request | Non Conformance/Credit Request Form | Return & File | 7.5 |
|  | Delivery Assessment Form Computer entryStock ordering | Strachans-------- | Return & File---File | 7.52.37.4 |
|  | Returning items to shore | Returns to Shore Advice | Return & File | 8.7 |

2.0 Trip Routine

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | ACTION | FORM | FILE & RETURN | PROCE- DURE REF |
| 2.4 | *FINANCIAL MANAGEMENT* |  |  |  |
|  | *END OF WEEK* |  |  |  |
|  | Client POB Sheet | Monthly Book | Return & File | 2.4 |
|  | Weekly Costing Sheets (if requested) | Food Book | Return & File | II |
|  | *END OF FINANCIAL PERIOD* |  |  |  |
|  | POB Manday RecordFood Reconciliation - Goods Rec'd Cleaning Reconciliation - Goods Rec'd Bond - Period end | Client POB Food Rec. Clean Rec.Bond Period analysis and Form C | Return & File Return & File Return & FileReturn & File | CD II "" |
|  | In House POB Sheet | ESS POB | Return & File | " |
|  | Uniform Budget Sheet | Annual Uniform Budget | Return & File | " |
|  | Light Equipment Budget Sheet | Light Equipment Budget | Return & File | 8.4 |
|  | *END OF CALENDAR MONTH* |  | Return & File | 8.5 |
|  | Manpower - | Manpower sheet | Return & File | CD |
|  | Client POB Sheet | Client POB | Return & File | II |
|  | Supplementary Services | Supplementary service | Return & File | 2.2 |
|  | *PAYROLL CUT OFF* |  |  |  |
|  | Time Sheet | Time sheet | Return & File | 2.4 |
|  | Supplementary Services | Supplementary sheets | Return & File | 2.2 |
| 2.5 | *BOND TAKINGS* | Bankbook | Return & File | 2.4 |
|  | *AS REQUIRED* |  |  |  |
|  | Induction of new starts | Induction & Training Record | File | 4.3 |
|  | Core TrainingJob Training and Assessment | Induction & Training RecordCompetence Assessment - Manual Handling Competence Assessment - Knife Use Induction & Training RecordInduction & Training Record | File File FileFile | 4.44.44.5.14.5 |
|  | Accident / Incident reporting | Accident Incident Notification Incident Pack | Return & File Return & File | 3.173.18 |

2.1 Daily Tasks

**PRE-SHIFT MEETING**

The Unit Manager shall carry out a brief pre-shift meeting with the crew at start of day and night shift. This should be used to commend safe performance and to discuss the work planned for the shift ahead, highlighting any precautions to be taken. The briefing must be recorded on the Pre Shift Meeting form and held on file.

**FOOD PRODUCTION**

Menu compilation

Menus shall be prepared in accordance with the Company Standards and contract scope (see Operations Manager or Food Operations Team for specific details).

**'Throw out'**

The frozen meat and fish required for planned menus should be removed from the freezer to defrost, allowing sufficient time for this and other preparation.

**FOOD SAFETY**

**Defrosting Log Sheet**

It is essential that we can track frozen items from removal from the freezer for defrosting, to service. The de- frosting log sheet should be utilised for due diligence.

**Cooking, Cooling, Reheating**

All food cooked on the premises must achieve a core temperature of 750C. This must be checked by probing with digital thermometer. Cooking / Reheating and Cooling temperatures of all protein foods and cooked rice and pasta must be accurately monitored and recorded. Where large quantities are involved, checks of more than one batch are necessary.

To complete the Cooking, Cooling & Reheating Form:

* Record the date.
* Identify the food checked.
* Record the core temperature and time on completion of cooking/reheating.
* If using a blast chiller, tick the box to identify that food items are blast chilled and record the time that blast chilling commenced, the time it finished and the end of chilling temperature.
* When cooling food at room temperature, record the time cooling starts ('Start Time'), and the time the food was refrigerated ('Finish Time').
* The food should be left cooling at room temperature for no longer than 90 minutes.
* Record the core temperature of the food when it is refrigerated (End Temp).
* Aim to get the food to as low a temperature as possible in the shortest space of time – e.g. decant in to cool containers, depth no more than 50mm, large surface area, partially submerge container in ice.
* Each entry must be initialed.
* Enter any comments as appropriate (e.g. reason for unsatisfactory temperature, extended cooling time etc.) and the corrective actions taken at the time.
* When re-heating food, record the date in the column in the re-heating section.
* If cooled food is not to be reheated record in the comments column how the food is to be used and the date served, e.g. salad bar, cold buffet, sandwich filling etc.
* If food has been chilled or frozen in the unit and is to be reheated, please use the comments column to record the actual date of production. The original cooking and cooling information must be on the previous rec- ord.
* Each person carrying out cooking, cooling and/or reheating must initial the box against each applicable process.

Manager must check the record and sign off before filing

2.1 Daily Tasks

**Temperature Checks**

Temperature records provide a recorded sample of an activity that must be on-going. The integrity of stored foodstuffs and hot and cold food on service counters is essential to food safety. Constant use of the digital thermometer allows us to ensure that holding temperatures are within the target requirements. Implementation of that procedure represents due diligence. The records provide evidence of due diligence.

**Stores & Stock**

The Unit Manager and galley staff are responsible for the cleanliness and tidiness of freezers, fridges and other stores during their shift rotation. Be alert to the condition of perishables, date codes and dispose of non-compliant goods as appropriate. Stock control should be verified on a daily basis.

**STANDARDS OF PRESENTATION & CLEANING**

The Unit Manager should include daily monitoring of catering crews standards of work. This is an informal inspection aimed at maintaining standards. Formal inspections are detailed in 'Each Trip Tasks', procedure 2.2.

The Unit Manager should make opportunities to observe standards, e.g. combining a brief monitoring visit to offices or cabins when going to see O.I.M., visiting the radio room etc. The Unit Manager should combine monitoring of the galley and mess room within his/her daily routine. Formal inspections are detailed in Each Trip Tasks', procedure 2.2.

2.2 Each Trip Tasks

**IN-UNIT COMMUNICATION**

Maintain a log of events, memos, instructions etc. to ensure your back to back is kept in the picture i.e. this info may be held in the trip diary or electronically.

**HYGIENE & SAFETY**

Safe Working Essentials Observation Card

All near misses are to be recorded on the Safe Working Essentials Observation Card. All crew are to be instructed to re- port near misses/identified hazards to their manager prior to recording them to help ensure appropriate and timely corrective action. The recorded incidents are to be discussed at the trip HSE meeting and attached to the minutes. Client safety observation systems and processes must also be employed as part of our safety interface arrangements. Blank cards can be requested to HSEQ.Aberdeen@compass-group.co.uk

**HSE Meeting**

At least one HSE meeting must be held each trip. The agenda for the HSE meeting is to be posted up at least 48 hours before the meeting.

Attendance sheet should be completed and signed for confirmation.

Complete brief notes of the meeting on the report form. Minutes should be copied to the client offshore representative. Scan and send electronically to HSEQ.Aberdeen@compass-group.co.uk

**Safe Working EssentialsTool Box Talk forms**

Tool Box Talks should be carried out and recorded each trip. The stimulus for a think plan may be: a change in procedure, equipment or material; an infrequent task with inherent risks; a previous accident or near miss etc. Utilise the Safe Working Essentials Pack, containing the Tool Box Talk tips and instruction for Dynamic Risk Assessment. **File copies on the unit, no requirement to send into the office**.

**Due Diligence Inspection**

The due diligence inspection is a formal tour once each trip round the unit to identify the standards at that time. If satisfactory tick the 'YES' box. If unsatisfactory tick the 'NO' box and record details of the corrective action taken. Equipment defects should be listed with the name and job title of the person responsible to close out the action. **File on unit, no requirement to send into the office**.

The Unit Manager signs the completed checklist together with the appropriate client representative. This will normally be the Medic.

**Equipment Malfunction/ Premises Condition Summary**

This sheet is to help manage any problems with client owned equipment and premises. Faults should be reported on an Equipment Malfunction/Hazard Report as they happen (see procedure 3.7). This summary identifies delays in restoring safe working conditions and this information is invaluable to both the client representative and the Operations Manager. A copy of the form should be sent into paul.barney@compass-group.co.uk

**Monthly Inspection**

The Unit Manager should ensure either they or the Head Chef, Chief Steward or Leading Steward completes monthly Food Safety Inspection and Accommodation Inspection forms.

The purpose of the inspections is to verify that services are being carried out to an acceptable standard as required by the Client, the Company and compliant with the relevant legislation. The Unit Manager shall initiate and ensure that the corrective/preventive actions are implemented should an item fails to attain an acceptable standard.

2.2 Each Trip Tasks

**SUPPLEMENTARY SERVICES**

When a service / goods are provided out with the contractual scope of work, a Supplementary Services Invoice shall be raised and countersigned by the client representative. The signed copy should be scanned and emailed to Operations - this can be done as the invoices are passed.

The Supplementary Services folder in the Monthly folder contains numbered invoices and a summary sheet. The summary sheet is to be faxed with the month end returns. Any supplementary in- voices not previously submitted should be scanned and emailed to pob@compass-group.co.uk with the summary. Original invoices are to be held on file offshore.

**CUSTOMER SERVICE**

Our commitment is to carry out a sample of 10% of the POB each month. In this way we cover the whole unit in a year without causing feedback fatigue.

An allocation of 'Customer Satisfaction Survey' cards will be sent to each unit. The survey should be made available to all customers in the Mess room. Any issues identified should be discussed with the customer and resolved where possible by the Unit Manager.

The completed "Customer Satisfaction Survey" cards should be sent into paul.barney@compass-group.co.uk

Results of the questionnaires will be discussed by the Operations Manager and Client as part of our continuous improvement process at the quarterly performance management review meetings.

Graphs showing results will be sent back to the unit on a quarterly basis to be displayed.

**CLIENT SERVICE REPORT**

In line with the agreed Scope of Service, the CSR provides the opportunity to discuss ESS' performance during the Unit Managers trip with the OIM or Client Representative offshore.

Corrective actions as identified in the client’s comments section, require to be addressed in the action taken by the Unit Managers section.

Completed Client Service Reports should be sent into paul.barney@compass-group.co.uk

**FILING**

**Daily Forms**

File temperature charts etc.in filing system.

All files should be kept tidy, signed, dated, and accessible and maintained on an on-going basis. Six months’ worth of records should be kept on file and shredded thereafter.

File index sheets are contained in the appendix to this section of the manual. These may be copied, laminated and attached to the front of filing drawers to assist document filing and retrieval.

2.2 Each Trip Tasks

**SAFE WORK PROCEDURES (SWPs)**

Safe Work Procedures have been written to support the delivery of our identified daily work streams and job specific tasks. These ensure we achieve a best practice approach to safe working across the business

SWPs are contained on the disc alongside the forms. They are required to be reviewed annually or following accident, incident, procedural or legislative change that may impact on the use of the SWPs.

Unit Managers are required to roll out SWPs to the crews, ensuring that all parties have agreed that the content will minimise the risk to ALARP when completing that task and that the SWPs have been localised, as required, to meet any unit specific or client requirement. All employees are required to sign the document.

All Ad Hoc and Relief crew should be trained in all SWPs during their first trip offshore and this should be recorded on the 'Ad-Hoc & Relief Crew SWP Training' form and carried with them in their training wallet. Unit specific SWP training should be included at the bottom of the form.

A blank SWP template is contained within Offshore Operating Manual Section 2 forms for use at unit level for any task not covered in the master file. A completed example is also included for guidance.

Should you require to complete a new SWP please forward to HSEQ.Aberdeen@compass-group.co.uk for compliance check, authorisation and inclusion in the master document file

2.3 Each Food Delivery Tasks

**Container Integrity Check**

All containers should be delivered with their seals intact, which demonstrates that the contents have not been tampered with during transportation from supplier to the offshore location. If any seal is bro- ken it shall be verified by a suitable witness. The seals of all containers should be retained until the contents are checked. Any discrepancies are to be raised at the earliest opportunity with the supplier and Operations Manager.

**Container Temperature Check**

This is an essential check to verify the temperature and condition of received frozen and chilled products. Any unsatisfactory conditions must be addressed - the 'Non Conformance / Credit Re- quest' form should be utilised as required (also see procedure 7.5).

**Goods Received Check**

Check the invoiced items and quantities against stock received. Note the condition of stock items, paying particular attention to perishables and date codes.

**Non Conformance Report / Credit Request**

Used for reporting non-conforming food & cleaning deliveries. It is important to raise a form for all non-conformances as it assists with managing any supply problems. The form should be faxed to the supplier and copied to your Operations Manager and HSEQ.Aberdeen@compass-group.co.uk, photographic evidence should be taken and sent with the form. When credit is to be requested, con- tact should be made with the supplier to agree the amount and arrangements for return or disposal. It is the Unit Managers responsibility to check the credit has been issued.

**Delivery Assessment Form**

This is a supplier form which should accompany each delivery. It provides the opportunity for feed- back to the supplier, both good and bad. Complete and return to the ESS office for on pass. It is a tool used by us and them to achieve the best possible service.

**Computer Entry**

Input invoice into computer on Goods Received Summary Sheet. A copy of the completed sheet must be filed for future reference.

**Stock Ordering**

Once the stores are restocked, review the stock holding in light of agreed stock holding levels (issued by the Operations Manager), expected business and supply boat frequency and prepare the next stock order. (see procedure 7.4). Suppliers should be given a minimum of two days lead time when placing orders.

**Returning Items**

Any items to be returned onshore in a supplier’s container must be properly manifested. In all cases the supplier should be notified in advance of the return. Food items to be returned shall be agreed with the supplier. Goods can only be returned by prior arrangement with the supplier. (See procedure 8.7 for details).

2.4 Financial Management Tasks

**NOTE**: Late or incomplete returns are not acceptable.

**END OF WEEK** **-** By email to offshorehelpline@compass**-**group.co.uk

* ESS Manpower Sheet completed up to the end of the current week by 12.00pm Friday.
* Only if requested by the Operations Manager, a Weekly Costing Sheet (completed to the end of the current week) should also be submitted.

**END OF FINANCIAL PERIOD** **-** By Email (after completion of Period End)

**From Food Folder**: send TRIPEND.xlsx to stock@compass-group.co.uk and

offshore.processing@compass-group.co.uk

**From Bond Folder**: send PERIODEND.xlsx to stock@compass-group.co.uk and

offshore.processing@compass-group.co.uk

**Nexus Sheet**: send Nexus.xlsx to stock@compass-group.co.uk and

offshore.processing@compass-group.co.uk

Supplementary Services: ensure all original supplementary sheets are entered on the summary sheet. All items supplied in addition to the agreed contract must be authorised and signed prior to being sent to the office by the client offshore representative.

**END OF CALENDAR MONTH** **-** Scan and email to pob@compass**-**group.co.uk:

* Manpower Sheet - a manpower sheet. Keep a copy on file.
* Client POB Sheet- a complete client POB sheet for month. Keep a copy on file

\*\*Please ensure ESS Crew number totals are the same on both sheets\*\*

**PAYROLL CUT OFF (refer to payroll calendar)** **-** Scan and email your Manpower Sheet to your HR & Logistics Personnel Coordinator.

* Supplementary Services - any variations e.g. overtime which have not been submitted with other returns for inclusion in the next pay. All variations require to be authorised and signed prior to being sent to the office by the client offshore representative

2.4 Financial Management Tasks

**BOND TAKINGS PROCEDURE**

The Unit Manager is responsible for ensuring that bond takings reconcile with the stock consumed and for completing accurate banking. He/she may be held responsible to make good any banking discrepancy.

* Cash and cheques should be listed in the bankbook in the same order as cash and cheques reconciliation sheet.
* All three slips on the page of the bankbook should be filled in, include unit number.
* Cash and cheques should be placed neatly in separate envelopes and marked cash as listed cheques as listed. A print out of the cheque reconciliation should also be enclosed with the cheques.
* The cash takings shall be kept securely and transported by the Unit Manager for deposit in the bank at the earliest opportunity.

**CREDIT CARDS**

* Ensure that the credit card is not beyond its expiry date.
* When completing the sales voucher, ensure that all details are clearly imprinted on all copies of the voucher.
* Follow the instructions for completion and destination of voucher copies.
* After banking, attach stamped copy to bond paperwork for Aberdeen office.

Note: Pay**-**in slips must be submitted to the office at the same time as your Bond Analysis

If you have any queries, contact your Operations Manager.

**Trip End Bond Submissions**

Effective from 1st Oct 2021, at close of each Bond period, please submit a scanned ZRead totalling all Chip and Pin takings for that trip to paul.barney@compass-group.co.uk. All hard copies of Receipts and Readings must be kept onboard for a time period of 2 years, whereby they must be confidentially destroyed on the date of expiry.

**OUT OF BANK HOURS**

If your return onshore is likely to be out with bank hours and you are concerned regarding security of the takings, speak to your Operations Manager who will agree alternative arrangements if necessary.

**CHIP & PIN TRANSACTIONS**

Please refer to the Unit Specific Chip & Pin Operating Manual for instructions on use

2.4 Financial Management Tasks

**REPLACING A BROKEN CHIP & PIN UNIT**

The unit should advise the Finance team if they require a replacement unit. An email should be sent to corporate.support1@worldpay.com requesting this, quoting the unit name, number and Merchant ID number

At this time you should explain that the broken unit is not with them but will be returned to the office ASAP and when received an envelope will be requested to return this, if not returned the unit may be charged for two units.

Once the old unit has been returned to the office the new replacement machine will be delivered via courier normally within a couple of days of requesting. The courier will also uplift the old one. The unit will then be contacted to agree transport of the new chip and pin machine to the unit.

**CHIP & PIN TILL ROLLS**

The units are responsible for ordering these, either via the unit or via Aberdeen Reception (they should provide Reception with the cost centre to charge this back to).

They are available from Langstane Press, Code No: 5117209 for a box of 20 rolls.

2.5 As Required Tasks

**STAFF TRAINING**

Induction of new starts

An induction record must be completed for any new crew members.

**Core Training**

Core training should be completed in the first three trips of any new crew members. The form also requires updating if any new machinery or hazardous materials have been introduced.

**Job Training & Assessment**

Assessment of competence, training and refresher training will be ongoing. These records need to be kept up to date. Competence shortfalls shall be addressed in a timely manner following assessment.

**UNIFORM ORDERS**

Ordering

Check that the required items are not held in stock at the unit and then place the order as required from the supplier on the ESS Clothing order form.

**Uniform Budget**

Maintain a record of the uniform spend against budget on the Uniform Annual Budget form (see section 8).

**LIGHT EQUIPMENT ORDERS**

**Ordering**

Bedding and light equipment are ordered via the Compass nominated supplier. Current supplier contact details are available via your Operations Manager.

**Budget**

Maintain a record of the light equipment spend against budget on the Light Equipment Budget form (see section 8).

**INCIDENT REPORTING**

Any accidents, incidents or high potential near misses must be notified to the HSEQ Department and your Operations Manager immediately by phone and by email to HSEQ.Aberdeen@compass-group.co.uk

Within 24 hours, the Accident / Incident Notification form should be submitted giving initial details of the incident and full details should be included within the ESS Investigation Pack to follow within three days. See procedures 3.17 and 3.18 for full details.

2.6 Trip Routine Index

Forms associated with Trip Routine can be found and downloaded from the ESS Energy Sector HSE Website, via Compass Connect

**FORM TITLE**

* Defrosting Log Sheet
* Cooking, Cooling, Reheating Record
* Temperature Checks - Storage & Service
* HSE Meeting - Standard Agenda
* HSE Meeting Minutes
* Tool Box Talk form
* 'Due Diligence' Inspection
* Equipment Malfunction/Premises Condition Summary
* Client Service Report
* Container Temperature Check
* Non Conformance Report - Credit Request
* Annual Uniform Budget
* Light Equipment Budget