



Welcome Everyone!

**HSE Champions Skype Meeting
25/02/2019**

Housekeeping



We create

**Celebrated
Experiences**

Through

**Powerful
Partnerships**

Agenda



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Allergen Incidents & Update

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Agenda



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Next Meeting

Allergens



Incidents Since October 2018

- Compass UK & Ireland All Incidents – 84
- Levy UK Incidents – 16
- Compass UK & Ireland Substantiated Incidents – 23
- Levy UK Substantiated Incidents - 8

19%

Of Total Allergen Incidents

35%

Of Total Substantiated
Allergen Incidents



Allergens



Allergen Awareness Launch

- **46 venues** have completed their Allergen Awareness Survey
- **5000+** staff have received training
- **Monthly Allergen Audits** introduced across all site – All venues have completed and submitted their 1st self audits
- **Feedback** on new allergen material has been mostly positive but if you have particular feedback please let us know



Allergens



Where we are getting it wrong

Of the 8 Substantiated Incidents

1

Incorrect Allergen Information

1

Staff Provided Allergen
Containing Product

6

Miscommunication



Allergens



Incident Learnings - Example 1

Details:

During service a guest notified the waiting staff that they have a nut allergy. There was no notification of allergens prior to the event. The waiting staff notified their supervisor and the back of house manager. The chef preparing the starters confirmed that the dish was nut free but at no stage the staff check the allergen information or offer the allergen information to the customer.

The customer had minor reaction and was treated by St Johns before returning to watch the match.

Findings:

All staff have received the allergen training and the food safety discussions, however the team did not follow the training they have received. Due to the training not being followed the unit conducted their own internal investigation and taken appropriate action. This internal investigation and waiting for information from the customer delayed the reporting of the incident on AIR2. The unit have been instructed to record incidents and allegations as soon as possible.

The unit has since introduced an allergen card system for the Supervisors and Managers so that they have access to the allergen information without having to go the one central point for the folder. The information is for the menu items for that service only so it is easier for customer to understand and quickly identify what they can have.

Incident Learnings - Example 2

Details:

At the time of booking there were no allergen details provided however on the morning of the event the catering team were notified of food allergy to nuts. A guest made herself known to the team and requested a nut free meal. The catering team arranged a nut free meal through their supplier Taste Catering however a dessert option was not provided due to the request only being made on the day of the event.

The C&E Supervisor arranged a dessert for the guest, the dessert was a Vegan and Gluten Free Chocolate and Coconut Tart. This is a bought in product provided by an approved supplier which was remaining following a recent race day. It was assumed that this product was free from nuts so wrapped it in cling film to prevent cross-contamination and provided it as a dessert for the guest.

The guest ate a small amount of the dessert and then asked for confirmation the dessert was in fact nut free, the supervisor went to check the product packaging herself and then discovered that the product did in fact contain nuts. Shortly after notifying the guest of this she began to suffer from an allergic reaction resulting in her having to take an antihistamine (Loratadine), her symptoms began to subside after 10 minutes. The guest sought medical advice from her father who is a doctor who advised her to take a second antihistamine. She was able to continue through the remainder of the event without the need for any further medical intervention.

Incident Learnings - Example 2

Findings:

The correct information was available with all the allergen information available on the product label. Whilst the information was available on the product packaging this information was not provided to the customer in the form of the allergen log. The event staff had deviated from company procedure and provided the guest with a dessert without having the appropriate allergen information recorded on the allergen log and providing this information to the guest. The information available would have highlighted that the dessert contained nuts and the guest would have been able to make an informed decision not to consume the dessert.

Recommended Action

1. All the allergen requirements are to be confirmed at the time of booking the event to ensure that these are catered for and that the appropriate allergen information is available on request.
2. All waiting staff, chefs, supervisors and event managers to be re-trained on the Allergen Awareness Food Safety Discussion. This training to be documented on the training record card for these discussions.
3. Documented briefings to include Allergen Awareness as well as the process for dealing with allergen queries.
4. Nick Campbell, MD of Jockey Club Catering has held a conference call with all JCC GM's to share the learnings from this incident.

Food Safety - New Food Safety Management System

All Venues should have implemented the system by the end of March 2019

Primary Authority will be visiting selected sites to audit the new FSMS in practice

All material available on Linney and on the New HSE Website

Positive EHO Feedback thus far

Your Feedback??

New HSE Website



[Food Safety](#)

[Health and Safety](#)

[Environment](#)

[Resilience](#)

[Vendor Assurance](#)

[Compliance](#)

[Incident Reporting AIR2](#)

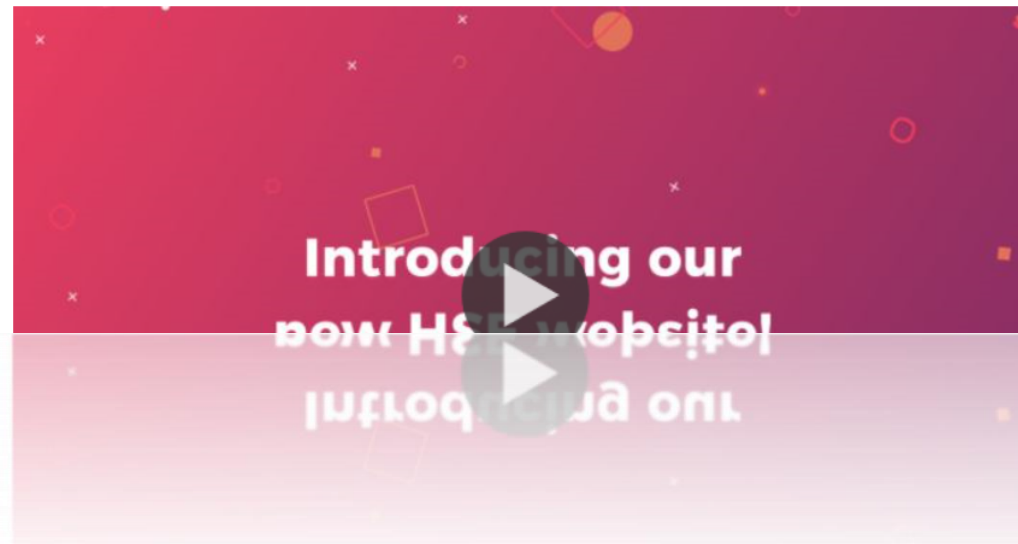
[Sector HSE](#)

[Contact Us](#)



Welcome to the New HSE Website!

You can navigate this website by using the top menu or by clicking on the links below. If you are looking for a specific information , such as document, video or page you can use the search option by clicking on the magnifying glass on the top right corner of the page.



SAFETY LEADERSHIP

**The lower standard that you demonstrate as a leader,
is the highest standard that the organisation
can expect**

Intention \neq Impact



see



care



share

WE LOOK OUT FOR EACH OTHER

SEE CARE SHARE PROGRAM



- A belief based safety leadership program that focusses on leadership styles, personal health and wellbeing as a leader and impact on teams
- Interactions that are informal conversations or 'See, Care, Share' walks whereby leaders understand the value of being mindfully present, being authentic and to step in and provide immediate feedback in a positive manner
- See, Care, Share walks are enhanced through storytelling and relaying of personal experience to engage the interest of individuals and teams.
- This approach works hand in hand with See Care Share expected behaviours focussing on positive behaviours that if undertaken will lead to better safety outcomes, reduced incidents and better personal health and safety in all aspects of a team members life connecting home, work and community

ONE DAY INTERACTIVE WORKSHOP



- Introduction to See Care Share Programme
- Leaders are encouraged to co-facilitate
- Safety Culture Maturity – the why?
- Mindfulness Awareness – self monitoring and personal wellbeing
- Leadership Principles – the how
- Personal Values, Attitudes and Beliefs – the impact
- Connection between home and work – the reason
- Storytelling and Engaging the team – the tools
- Followed by Coaching and Follow Up



BENEFITS



- Improved engagement between leaders, individuals and their teams
- Improved satisfaction (our people, clients, customers)
- Improved safety outcomes including reduction in incident rate
- Movement towards a safe operation and therefore a reduction in costs and higher productivity
- Improved relationships
- Improved health and wellbeing of individuals
- Teams feel valued and understand their contribution
- Teams choose to volunteer their best efforts and highest energy to proactively address risk

LEADERS ROLE IN OUR SAFETY CULTURE



LEADER



BE MINDFUL



I will ensure that hazards are identified, risk assessments are conducted and controls are put in place

I will act on significant safety issues with the appropriate urgency and allow people to stop the job if they have any safety concerns

I will create a planned and organised environment for the team to work in

I know my mindset impacts the way I behave, and will focus on having a zero-harm mindset

LEADER



GET INVOLVED

I will connect with individuals about why I believe safety is important and take the time to understand other's beliefs about safety

I will listen, act on, and provide timely, honest feedback on concerns raised

I will demonstrate my commitment to safety through daily interactions and developing solutions, with the team, that will improve the workplace



I will coach and support team members to implement safety improvements together

LEADER



SPEAK OUT



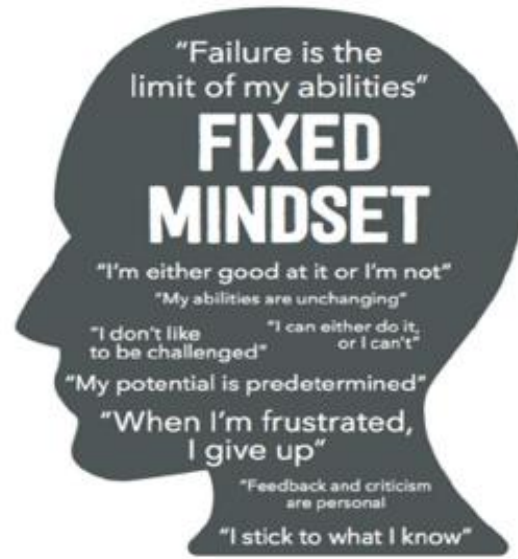
I will recognise and reward positive safety behaviour and performance and be visible on site engaging with individuals

I will use the fair and just culture model to align an individual's performance with a safe operation

I will act on safety concerns immediately, seeking senior leadership or client support where necessary

I will consult and involve the team in safety initiatives and problem solving

COACHING AND SUPPORT



Purpose, People and Performance - excellence is built on habits

Coaches will be selected internally for each country and will use the following approach:

Use of the 'GROW' model to provide one-on-one coaching to each leader

Provide feedback to develop and grow personal leadership habits of all leaders





see



care



share

WE LOOK OUT FOR EACH OTHER

Technology Update



The Origami platform



Nutritics



NUTRITICS

NUTRITION ANALYSIS SOFTWARE



Label values per 100g

	PER 100g	%	PER 100g	%
Energy/kcal	110	4%	154	6%
Fat	9g	13%	12.6g	18%
of which saturated	4g	20%	5.6g	38%
Carbohydrate	3g	1%	4.2g	2%
of which sugars	3g	2%	4.2g	6%

Internal Audit Schedule



List of internal Audits due before October 2019

Bristol Zoo / Wild Place Bristol

Chelsea FC

Edgbaston Stadium

Edgbaston Priory Club

Glyndebourne

Harlequins

Hatfield House

Hever Castle

IWM Duxford

IWM North

Kidzania - Westfields

Leeds Castle

Leicester City

Museum of Science and Industry

National Railway Museum

P&G

QEII

Reading

Royal Armouries

Royal Tea Madame Tussauds

Runway Visitor Park Manchester

Somerset House

Swansea Liberty Stadium

Tottenham Hotspur FC

Twickenham Stadium

Wembley Arena

Weston Park

Whipsnade Zoo

Event Support



Tottenham 16th March 2019
23rd March 2019
6th April 2019



Dates sent by Reena Mistry for more information
email rmistry.fd@aeltc.com

Welcome to the Team



Zoe Hammett – JCC HSE Manager
zoe.hammett@jockeyclubcatering.com



Thank You

