

Unit Name:  
Unit Number:



# UNIT MANAGERS EMERGENCY MANUAL

This manual must be located on or near  
YOUR staff notice board.

Document Name	Document owner	Issue Date	Version Number	Classification
Unit Managers Emergency Manual	Compass HSE UK & IR	July 2022	R.M.001.03	Internal



WE LOOK OUT FOR EACH OTHER



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# Emergency Contacts

## How to Report

**ALL Accidents, Incidents or Near Misses  
MUST be reported IMMEDIATELY they occur**



Please ensure that the following are contacted:  
(write their phone numbers in the boxes provided)

Site  
Manager

Mobile  
Home:

Regional  
Manager

Mobile  
Home:

Operations  
Director

Mobile  
Home:

HSE Sector Lead\*

Mobile:

HSE Dept Office Hrs  
(9am-5pm)

Please refer to HSE Website:  
Home > Contacts

HSE Dept Outside  
Office Hrs

Please refer to HSE Website:  
Home > Contacts > Duty Manager list

Communications  
Dept (24 hrs)

Tel Number: **+44 (0)1895 554 999**

Legal Dept  
9am 5pm

Tel Number: **+44 (0)121 457 5577**

Compass Helpdesk

Tel Number: **+44 (0)844 335 0607**

14forty Helpdesk

Tel Number: **+44 (0)844 335 0607**

\*HSE Sector Leads can be checked through the Compass Group UK  
and Ireland HSE Contacts list on the HSE website

# Other Emergency Contacts



## Government/Local Authority Contacts:

<b>Emergency Services – Fire, Ambulance &amp; Police</b>	999 (or 112)
<b>Local Police Station</b>	
<b>Environmental Health Officer (EHO) Trading Standards</b>	

## Other Emergency Contacts:

<b>National Gas Supplies:</b>	
<b>England, Scotland and Wales</b>	0800 111 999
<b>Northern Ireland</b>	0800 002 001
<b>Isle of Man</b>	0800 1624 444
<b>Republic of Ireland</b>	01850 20 50 50

## Environmental incidents including potential water pollution incidents:

<b>England, Scotland, Northern Ireland - Environment Agency</b>	0800 80 70 60 (24hr)
<b>Natural Resources Wales</b>	0300 065 3000 (24hr)
<b>Republic of Ireland Environmental Protection Agency</b>	053 916 0600 (9-5)
<b>Or</b>	0818 33 55 99 (24hr)

**NB. You may be required to contact the Client first.**

## Client and other Emergency Contacts:

	telephone No:

# What to Do?

Knowing what to do in an emergency is crucial, hopefully you will never need to deal with accidents/incidents but YOU do need to know what to do. The speed of your reaction will be key in controlling an incident and may save lives. This guide is designed to help you carry out the right actions.

Now you have received this guide it is important that you do the following as soon as possible:

1. **Familiarise yourself with the guide and its contents.**
2. **Fill in the empty boxes and important phone numbers appropriate to your site(s) as soon as possible.**
3. **Place it somewhere easy to reach and make sure everyone knows where it is and is familiar with its contents.**



Remember, personal safety is a priority – never take risks.

If the media want information, direct them to Compass Group UK & Ireland Communications Department +44 (0)1895 554999 (see also Emergency Contacts). Never comment on any situation, as you are NOT authorised to speak on behalf of the Company.

Record all accidents/incidents/near misses immediately using the online reporting tool (see also Emergency Contacts). You must escalate all incidents to your Line manager, HSE and ensure Communications are immediately made aware of all Major (Class A) incidents.



**Keep this guide in an obvious and accessible place close to a phone at all times.**

If an emergency requires you to evacuate the unit take this guide with you, as long as getting it doesn't put you at risk.

## Be Prepared:

1. **Know where your assembly point is.**
2. **Know where to find an alternative safe phone that is available at all times.**
3. **Know where all emergency equipment is and how to operate it.**

If you are ever in doubt about any of the above – ask your manager.

**Always seek the Client's permission to use this guide and always check with the Client before contacting emergency services or outside agencies – whenever possible. Don't let contacting your client be a reason to delay taking appropriate actions in an emergency situation.**

# Incident Reporting Procedures

CLASS A incidents must be immediately reported to the Line manager, Communications Dept and HSE (see flowchart).

CLASS B incidents must be immediately reported to the Line manager and HSE (see flowchart).

ALL CLASS C incidents must be reported within 24 hours (see flowchart). Always keep the Client informed.

Accidents and Incidents are categorised as follows:



## CLASS A – Major Incident:

Report to Line manager, Communications Dept & HSE

- Any threat to life.
- Anything that might result in closure of your unit.
- Fire, explosions or bomb threats.
- Customer boycott or protest (riot and civil disturbance).
- Fatalities.
- Theft, robbery or burglary (armed or dangerous).
- Confirmed food related incident.
- Alleged or possible food related incident that affects 2 or more people.
- An environmental incident requiring services from an emergency clean-up services and local authorities for an uncontrolled spill of a substance (such as waste cooking oil, milk, and fuel) that has entered into a surface water drain, onto soil, watercourse or foul drain.
- Any other serious threat where immediate help is required.



## CLASS B – Serious Incident:

Report to Line manager & HSE

- Major or reportable injury (e.g. RIDDOR) to employee, contractor, visitor or customer requiring hospital treatment.
- Anything that results in a day away from work or restricted work duty.
- Criminal incident that might involve threats to employees or impact on business.
- Any enforcement notice served by an Enforcement Officer.
- An environmental incident that has not resulted in significant harm or damage to the environment, such as a spillage of a substance (such as waste cooking oil, milk, and fuel) that occurred close to a surface water drain, soil, watercourse or foul drain, where the spillage was controlled by absorption or other containment device.



## CLASS C – Minor Incident:

Notify your Line manager by close of business

- Minor injury to employee, contractor or customer in unit.
- Produce contamination.
- Criminal incident involving minor theft, robbery or threats.
- Notification of communicable illness.
- Spill of a substance such as waste cooking oil, fuel and milk, away from any sensitive receptors such as surface water drains, soil, watercourses and foul drains which was controlled by absorption or other containment device.

Each of the following pages will describe the action required should an incident occur, contact telephone numbers are provided under Emergency Contacts section.



# Raising the Alarm

If you do need to raise the alarm, call 999 (or follow the on-site/Client emergency procedure) and be prepared to give the following information to avoid delay.

**Check – in some circumstances you may be required to contact the Client first:**



- 1. Where the accident or incident has occurred:**  
Unit name, address and postcode.
- 2. What has happened:**  
Explain briefly so the emergency centre knows what kind of help to send.
- 3. The number of people injured is particularly important:**  
For the number of ambulances required.
- 4. The telephone number you are calling from:**  
So that emergency services can ring back if necessary.
- 5. Stay by the phone:**  
Only if safe to do so, and you are not needed at the scene of the accident.

(Please complete)

Unit Name:

Unit Address:

Telephone Number:

Emergency Assembly Location:

# Business Continuity

Business Continuity is the capability of Compass Group to continue delivering its services at acceptable predefined levels following any type of disruptive incident. This could be anything from a fire or flood to staff shortages or supply chain failure.

The Business Continuity Plans are implemented at a sector or contract level. Full guidance on writing a Business Continuity Plan together with sample documents and templates can be found on The Compass Service Framework and on the HSE Website via Connect.

## Key elements of the plan include:

- Business Impact Analysis. Identify and prioritise the activities that support the delivery of services and determine the resources required for the continuity and recovery of these services.
- Risk Assessments identify unacceptable areas of risk or single points of failure and implement risk mitigation strategies.
- Staff Shortages. The Compass Resource Network can provide skilled staff to cover unplanned absences.
- Supply Chain. Ensure that your key suppliers are approved by the Commercial Support Line Team and can provide you with emergency supplies at short notice.
- Kitchen Continuity Plan.

Compass are working in conjunction with PKL the UK's leading supplier of temporary kitchens and catering equipment for hire. The company owns and operates 900 portable kitchen units and over 10,000 items of catering equipment, available to hire throughout the UK and around the world.

## The Kitchen Contingency Plan includes:

- A bespoke temporary kitchen design including equipment layout and services based on the number of meals and food offer.
- A contingency pack for each site that specifies the best location for a temporary kitchen facility.
- Storage of the data held at PKL so that they can react quickly in case of an emergency
- An emergency response that operates 24 hours 7 days a week

Tel: 0845 840 42 42

email: [postbox@pkl.co.uk](mailto:postbox@pkl.co.uk)

Website: [www.pkl.co.uk](http://www.pkl.co.uk)

Further details can be located on the HSE website:  
Home > Resilience and Security > Business Continuity

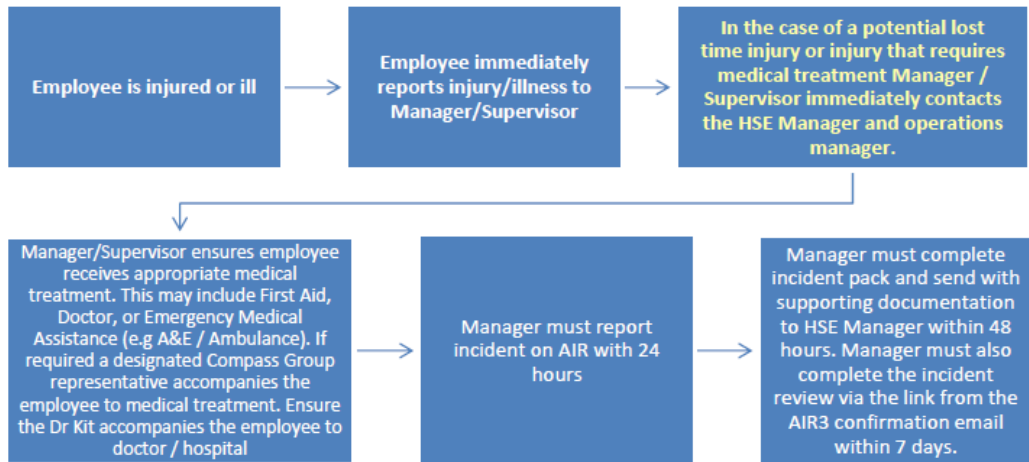
# Compass Care Flow Chart Ireland Only



COMPASS | IRELAND

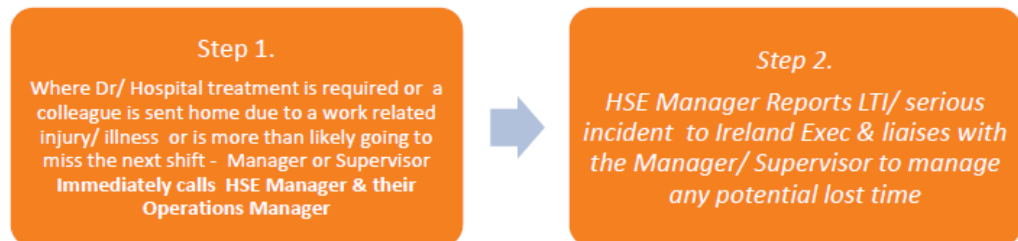


## CARE Injury & LTI Flowchart



Remember the employee's wellbeing is the number one priority and you must ensure they receive the appropriate care quickly and as a priority.  
If you are ever in doubt please contact your HSE manager

### Reporting of Lost Time Injuries (LTI)



Please send completed IIP's to Rachel.Bierne@compass-group.ie or Compass Ireland, 3rd Floor, 43a Yeats Way, Parkwest Business Park, Dublin 12, Ireland, D12 P5V6

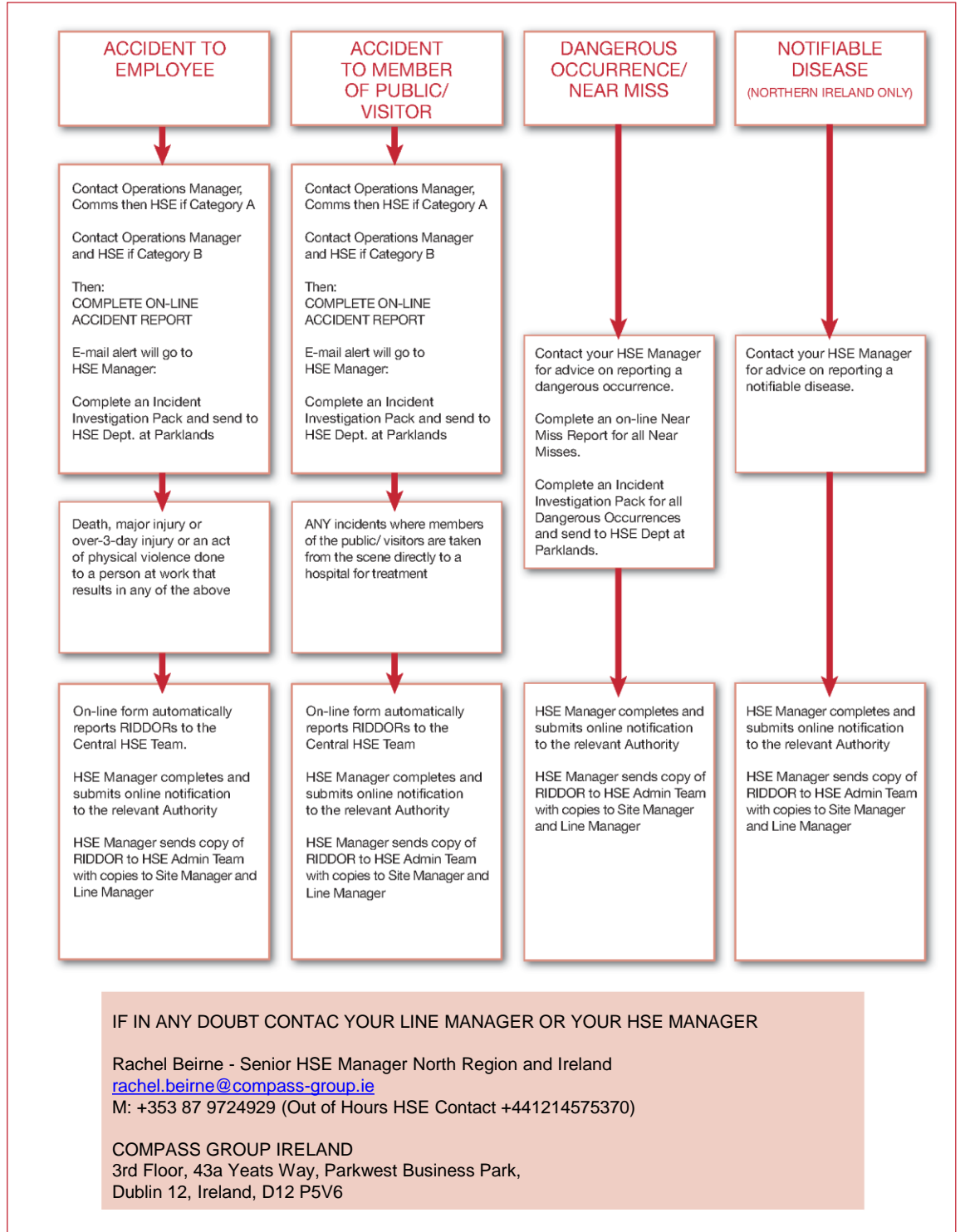
Doctor Provider Details	
Doctor Provider Name , Address & Contact Number:	<b>(Dublin Sites) - Custom House Medical Centre</b> 2 Gandon House, Lower Mayor Street, IFSC, Dublin1. Tel 01 8290902 <i>Other Areas – Please record preferred Doctor here:</i>
HSE Manager Ireland	Rachel Beirne +35387 9724929
Operations Manager	
HR Business Partner	

\*\*\* This page must be displayed and be easily accessible by the team at your unit.\*\*\*

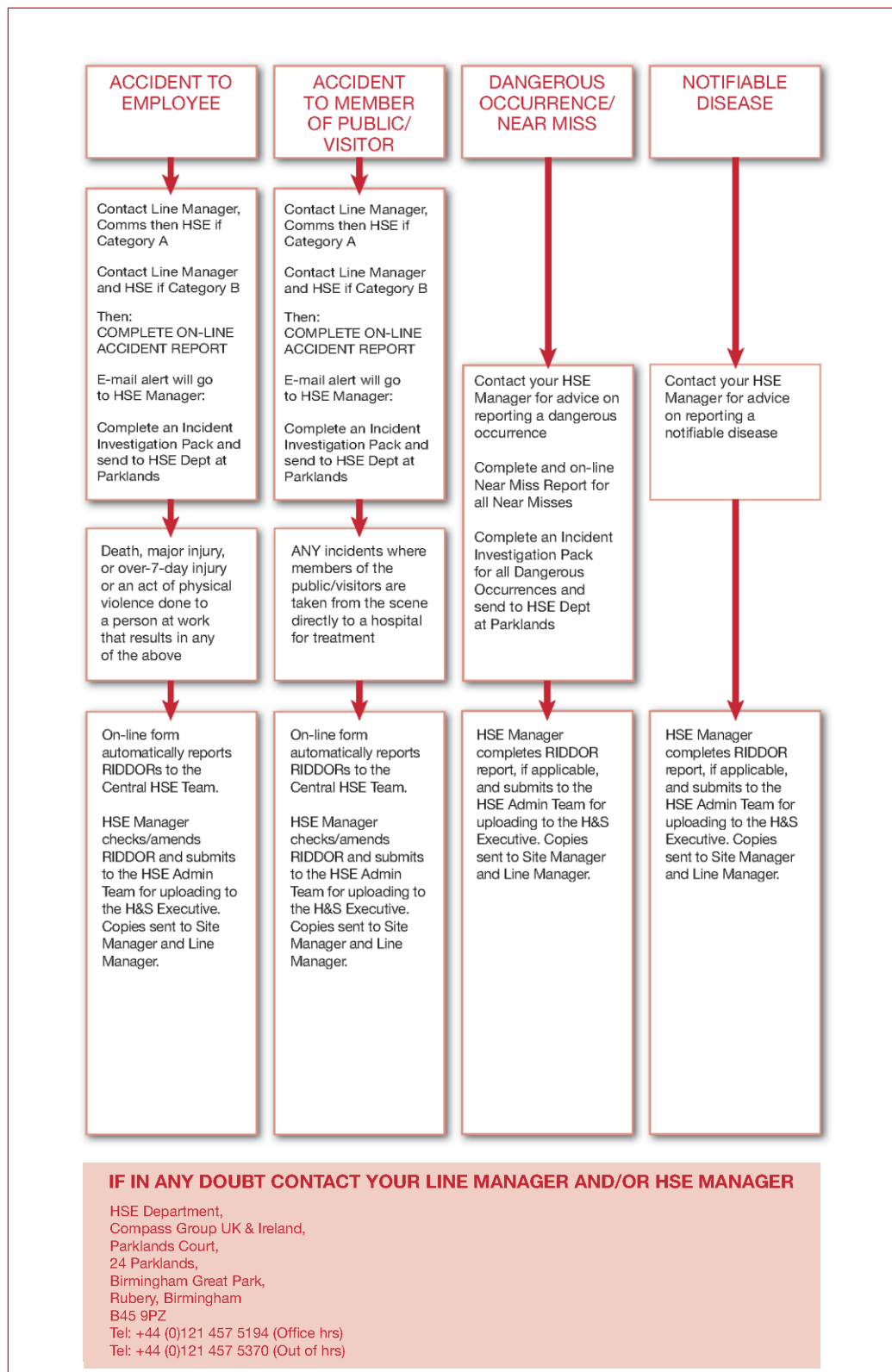
RB 03/2022

# Ireland Only

## Accident, Incident & Riddor Reporting Flowchart



# Accident, Incident & Riddor Reporting Flowchart (Except Ireland)



# Accessing the HSE Website and HSEQ in unit self-audits

As a reminder, below is a guide on how to access the HSE Website - where you can find lots of guidance on HSE-related matters and where you can download the necessary forms and risk assessments etc. that you will need to implement your HSE Management Systems – and how to access the E-safe Auditing System:

## Accessing the HSE Website

Via Connect - <https://www.compassconnect.com/>

You'll be asked to login using your personal credentials, then follow links to the HSE website.

## Accessing the HSE Quarterly Record

Details of the HSE Quarterly Record can be found on the HSE website as per below.

Home > Compliance > Continuous Improvement

### 1st Tier Auditing: AIR3 HSE Quarterly Record

The Unit Manager will use the HSE Quarterly Record to complete the Quarterly HSE Record, on Origami, of their unit covering four key areas: Health & Safety, Food Safety, Environment and Quality.

A hard copy of the HSE Quarterly Record is available to download and print should you not be using the HSE Logbook, alternatively you can now scan the below QR Code and record online directly via a smartphone or tablet.



The Unit Manager must ensure that they answer honestly and accurately and that any actions raised are listed on the Action Plan and are closed out within a reasonable timeframe with any relevant noted.

If you have any queries regarding the self-assessment, please contact the HSE Department Helpdesk on 0121 457 5194 or by emailing them at

[HSE2@compass-group.co.uk](mailto:HSE2@compass-group.co.uk).

## Other Useful Information:

If you have been provided with a Username and Password to access the HSE website system or have forgotten them, please contact your line manager or HR partner.

# First Aid (Check – is there a first aider available?)

## Minor Wounds:



1. Clean wound with cold water.
2. Cover lightly with a sterile blue detectable plaster or bandage.
3. Do not use antiseptic creams or provide painkillers.
4. Minor burns maybe treated using water-based 'burn blotts' or hydro-gel dressings.

## Serious Injury and Illness:

1. **Be aware of danger to yourself.**
2. Assess the seriousness of the situation.
3. Call a trained first aider and/or call the emergency services.
4. If there is only one person on duty, close the unit down.
5. **Give first aid only when trained to do so.** If not, only attempt the actions listed in the first aid sections below.
6. Ensure the person is safe from injury.
7. Only move a severely injured or unconscious person if they are in danger. If you have to move them be very careful as they may have fractures or other serious injuries.
8. When the first aider or emergency services arrive, give them details of the incident.
9. Return unit to normal operation if safe to do so.
10. Immediately notify your manager and HSE Department (see Emergency Contacts).
11. Record the incident on the **Online Accident Report Form** (see reporting flowchart).
12. Re-order any first aid materials that have been used.

# Blood-borne Infections and First Aiders



A person treating an injured person is not at risk from acquiring blood-borne infections, provided these few simple precautions are taken:

1. You must wear disposable protective gloves from the first aid kit before giving first aid to an injured person.
2. If you have been trained, check injured person requires CPR assistance and begin chest compressions after organising emergency medical assistance.
3. Wash off any blood on your skin with soap and hot water.
4. Wear disposable gloves to mop up any small spillage of blood Wash down the surface with body fluid suitable disinfectant and dispose of through a clinical waste stream.
5. Finally, put gloves, swabs, dressings and other contaminated material into a polythene bag and seal for disposal.

# Needlestick Injuries and Contact with Body Fluids:

Treatment and follow-up management for exposure to a potential HIV positive or Hepatitis source should commence immediately after any exposure to body fluids or substances.

## **For example:**

- **Any scratch or skin penetration by the needle from a hypodermic syringe.**
- **Any wound caused by an object obviously contaminated with another person's blood or body substance.**
- **Any existing wound contaminated with another person's blood or body substance.**
- **Blood or body fluid or substance in the eyes.**

## **Immediate steps to take:**

1. Call a trained first aider.
2. Wear disposable gloves.
3. Encourage the wound to bleed by squeezing it gently.
4. Wash the wound with soap, under warm running water.
5. Do not scrub or suck the wound.
6. Apply a dry dressing.
7. Drench affected eyes with clean cold water.
8. Seek medical help for the injured person.
9. Retain the contaminated item if possible.
10. Never attempt to re-sheath a hypodermic needle.
11. Sweep into a dustpan, then empty dustpan into suitable labelled, lidded container. For waste discovered in difficult or inaccessible places such as WC cisterns or pans, use tongs to retrieve it.
12. Arrange for correct disposal, either on site (if facilities available) or via a local doctor's surgery. Arrange for the disposal into a suitable lidded container and further removal at site using the correct waste stream.

**Information relating to the above must be kept confidential.**



# Electrical Shock:



1. Ensure the mains supply has been cut off and labelled 'Do not use'.
2. If this is not possible, stand on dry insulating material such as newspaper, books or rubber matting and push the casualty clear of the power source using a wooden broom or chair.
3. Do not touch the person until they are free from the power source.
4. Call a trained first aider and/or raise the alarm with the emergency services.
5. Check whether the casualty is responsive – gently shake their shoulders and say loudly, "Are you alright?"
6. Leave the casualty in the position you found them (providing there is no risk of further danger and await a first aider/ambulance.

# Gas Emergencies

## What to do on discovering a gas leak

**If you smell gas and think you have a gas leak, please call the free Gas Emergency Services Line immediately (see page 2)** This is a 24 hour emergency telephone line.

You must then take the following actions:



1. Open all doors and windows to let air into the room and allow gas to escape.
2. Put out all naked flames, do not smoke, strike matches or do anything that could cause a spark.
3. Do not turn on any electrical switches on equipment, electrical sockets or light switches as these may create a spark.
4. If there are any electrical door security entry phones or locks, open the door manually.
5. Turn off the gas supply at the main gas-isolating valve. **Make sure everyone knows where it is.**
6. Do not try and investigate the problem or attempt to fix a leak or a faulty appliance.
7. Leave the area and inform your line manager and your Client.
8. Do not go back into the area until you have been told it is safe to do so by a competent person e.g. a "Gas Safe" engineer.
9. Follow the Company Accident and Incident Reporting procedures.

## Carbon Monoxide

Carbon monoxide is an invisible gas, which has no smell or taste. If you or members of your team suffer from symptoms such as headaches, fatigue, dizziness, nausea, diarrhoea, stomach pains, chest pains or erratic behaviour whilst you are at work, but feel better when you go home, they **may** be caused by carbon monoxide poisoning as a result of a faulty gas appliance.

If you think this might be happening, follow the actions below:

1. Open all doors and windows to let air into the room and allow gas to escape.
2. Turn off the gas supply at the main gas-isolating valve. **Make sure everyone knows where it is.**
3. Do not try and investigate the problem or attempt to fix a leak or a faulty appliance.
4. Leave the area and inform your line manager and your Client.
5. Do not go back into the area until you have been told it is safe to do so by a competent person e.g. a "Gas Safe" engineer.
6. Follow the Company Accident and Incident Reporting procedures.
7. Visit your doctor as soon as possible as he or she may wish to take a blood sample to check for carbon monoxide poisoning.

# Fire & Explosion

## What to do on discovering a fire

Most serious fires that occur within our business are as a result of deep fat fryers with defective thermostats. If you are aware that a thermostat is defective, you must take the fryer out of use immediately until it can be repaired by a competent person.



1. Implement the unit Fire Emergency Action Plan, including contacting the Fire Brigade.  
**Check – you may need to contact the Client first.**
2. The Fire Warden/Marshal or the senior member of the team on duty at the time shall control the incident.
3. Evacuate to the assembly point and take a roll call, including any visitors.
4. **Where it is safe to do so and providing it does not delay evacuation, trained employees may attempt to extinguish a small fire using fixed or portable fire fighting equipment.**
5. Turn off power supplies to appliances such as cooking equipment and heaters etc, and close doors and windows if it is safe to do so.
6. Fire Wardens/Marshals or the senior member of the team on duty at the time must;
  - a. **Ensure that everyone has evacuated the area(s) under their control.**
  - b. **Liaise with the Fire Brigade who will take control of the situation.**
  - c. **Inform the Fire Brigade of anyone who is unaccounted for.**

## Where the Client is not available:

7. No one must re-enter the building until directed to do so by the person in control.
8. In the event of a serious incident contact your HSE Manager (see Emergency Contacts).
9. Inform your line manager, who should inform the Client.
10. Follow the Company Accident and Incident Reporting procedures.
11. Where applicable, contact Communications Department (see Emergency Contacts).

# Bomb Procedure



Please refer to the Resilience and Security section of the HSE website for further information.

Home > Resilience and Security > Security

1. **ACTION:** Please visit the above web site and download the latest bomb threat guide.
2. Always take a bomb threat seriously.
3. If you receive a threat, remain calm and, without interrupting the caller, obtain as much information as possible. Ask, "Where exactly is the bomb? What does it look like? When is it due to go off? Why are you doing this?"
4. Write down the time of the call and whether the caller has a particular accent, mannerism or seems familiar with your premises.
5. Prevent anyone approaching or disturbing any suspect package.
6. Raise the alarm with the Communications Dept and your Line manager (who will arrange for the police to be contacted) and the Client. If the Client is not available contact the emergency services.
6. Close down and evacuate the unit, and keep the Client informed at all times.

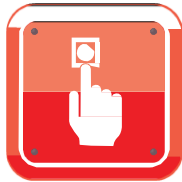
## Where the Client is not available:

7. Prevent access by coning off the entrances or verbally warning others. Only allow access by the emergency services.
8. Assist the police by following the instructions of a senior police officer.
- 9. Do not touch anything – never start looking for the bomb – leave it to the police.**
10. Only allow access when the emergency services give the all clear.
11. Notify your manager and the HSE team immediately (see Emergency Contacts).
12. Inform the Communications Department (see Emergency Contacts).

# Riot or Civil Disturbance

Please refer to the Resilience and Security section of the HSE website for further details.

Home > Resilience and Security > Security



Should any form of disturbance take place inside or outside the premise:

1. If the disturbance is outside, lock up the unit and stay inside the building. If the disturbance is inside, lock any tills.
2. Activate personal attack button (if supplied) when safe to do so.
3. Try not to get involved, but comply with any reasonable requests.  
**Do not be a hero.**
4. Raise the alarm with the Emergency Services as soon as is safe to do so.
5. Ask any witnesses to stay until the police arrive. If they won't stay, at least obtain their name, phone number and address.
6. At the first opportunity, notify your Line manager, HSE Department and Communications Department (see Emergency Contacts). Your Line manager must inform the Client.
7. If there has been any damage to the premises or equipment, follow your usual maintenance reporting procedures and record this on the Record of Repairs and Maintenance form.
- 8. Do not operate damaged equipment until it has been inspected by the repair company and declared safe.**
9. Re-open once the police give clearance, and the Client has given consent.

# Burglary



When discovering a burglary upon arrival at the unit:

1. Do not enter the unit.
2. Contact your Line manager and Client from a phone outside the affected area. You may also need to contact the local Police from an outside telephone (dial 999), if no Client is available.
3. Do not disturb the area or anything that may have been handled by the intruder.
4. Record the incident on the online Accident and Incident Reporting system if there have been any injuries.
5. Notify the Compass Legal Department (see Emergency Contacts).
6. If there has been any damage to the premises or equipment, follow your usual maintenance reporting procedures and record this on the Record of Repairs and Maintenance form.
7. **Do not operate damaged equipment until it has been inspected by the repair company and declared safe.**

# Security



When a security related incident occurs:

Further details and SOP's can be found on the HSE website  
Home > Resilience and Security > Security

1. Observe:  
Ensuring you and any colleagues are safe at all times.
2. React appropriately:  
Standard Operating Procedures and site/SIA training will assist in this decision making process.  
Call for help if multi manned site.  
Single manned site stay safe observe call for help  
(Could be the police/Emergency services).
3. Report:  
Gather evidence for Incident report – CCTV Footage, notes taken after the event timelines etc, witness statements.  
Security Incident Report to line manager.
4. Debrief on Incident at a suitable time after the incident has occurred

# Theft & Robbery



If you see anything happening outside to make you suspect somebody is going to attempt a robbery, secure the Unit and warn your colleagues, call the police or activate the personal attack alarm if supplied, stay out of sight until the police arrive.

## **NEVER PUT YOURSELF OR ANYONE ELSE IN DANGER BY YOUR ACTIONS.**

During:

- Try to remain calm. Do not try to stall, resist or physically tackle the intruder. Peoples' safety is more important than money or material objects.
- Do as you are told. Do not be a hero. If unable to meet demands, explain why, e.g. safe has time lock.
- Keep your hands in view at all times.
- Do not startle the intruder.
- Try to remember any distinctive details about the intruder, accomplices or their vehicle.
- Avoid destroying marks or fingerprints left by the intruder – including foot prints.

After:

- Activate the personal alarm button (if provided) when safe to do so.
- Keep calm and immediately raise the alarm with the police.
- Ask any customers in the premises to stay until the police arrive, to be witnesses. If they won't stay, at least obtain their name, phone number and address.
- Close the unit immediately.
- Immediately notify your manager. Your manager will contact the Client.
- Notify the Compass Legal Department. (see Emergency Contacts).
- Write down all the details/descriptions you can remember... it only takes a few minutes to forget important points.
- Ask witness(es) to make notes of all the details/descriptions they can remember. However, avoid discussing the events of the incident or the appearance of the intruder with anyone before the police arrive. Your recollections may be distorted by what others say to you.
- Record the incident on the online Accident and Incident Reporting system if there have been any injuries to either employees or members of the public.
- Re-open for business, once the police give clearance.
- If available ensure a copy of CCTV footage is passed to the police, but ask for a copy for Compass Group UK & Ireland's files.

## The Press

Be prepared for the press to be on the scene soon after a robbery. Treat journalist(s) diplomatically, but **please do not answer any of their questions**. Refer the call immediately to the Compass UK communications team (see Emergency Contacts).

# Property Damage & Flood

For accidental, malicious or naturally caused damage to the building or any other equipment or the environment.



## Property Damage

1. Isolate electrical supply to affected area, if appropriate using emergency shut down.
2. If there has been an injury, follow first aid section (page 9).
3. Depending on the nature of the damage, contact your Client and Fire Brigade. The Police may also require contacting in emergency situations.
4. The senior member of the team on duty will liaise with the Client as appropriate.
5. Prevent access to the affected area except for the emergency services or repair companies.
6. When the Emergency Services arrive, give them the details of the incident.
7. Notify your line manager, HSE department and the Compass Legal Department (see Emergency Contacts) at the first opportunity.
8. Record the incident on the online Accident and Incident Reporting system if there have been any injuries.
9. If there has been any damage to the premises or equipment, follow your usual maintenance reporting procedures and record this on the Record of Repairs and Maintenance form.
10. **Do not operate damaged equipment or enter the building until it has been inspected by the repair company and declared safe.**

## Flood

1. Advise your line manager and or Client as appropriate.
2. The senior member of the team on duty will liaise with the Client as appropriate.
3. Isolate water supply and electrical supply if safe and you are able to do so.
4. If the water supply cannot be isolated the person in control of the incident should contact the emergency services and/or the local water authority if appropriate.
5. In the event of a serious incident contact your HSE Manager (see Emergency Contacts)
6. Cease work activity in the affected areas due to risk of slips, falls and possible electric shock.
7. Do not resume work or use appliances if a risk of electric shock remains. Seek advice from a competent person e.g. an electrician.
8. If there is any doubt regarding the safety of the building structure e.g. potential for the collapse of the ceiling or falling tiles, leave the premises and do not return until advised by a competent person that it is safe to do so.
9. If there has been any damage to the premises or equipment, follow your usual maintenance reporting procedures and record this on the Record of Repairs and Maintenance form. Notify the Compass Legal Department (see Emergency Contacts).
10. For any damaged stock, record and dispose of this in the correct waste facility.
11. **Do not operate damaged equipment or enter the building until it has been inspected by the repair company and declared safe.**
12. If floodwaters enter the premise the risk of contamination to internal surfaces should be assessed. A specialist deep cleaning of the premises may be required.



# Contractors Unsafe Working



Contractors have a responsibility to work safely, however, when you are in charge of the unit, you are responsible for the safety of everyone in the unit. If you are concerned that contractors may be creating a hazard which could result in:

1. Property damage
2. Personal injury to themselves
3. Personal injury to customers
4. Personal injury to you and your colleagues
5. Environmental Damage

You should:

- **Politely question any unsafe work practice and review their risk assessments.**
- **If you are still not satisfied with their actions, request that they stop that particular job until you get confirmation that no further danger exists.**
- **Immediately notify your line manager, manager and HSE department (see Emergency Contacts).**
- **Do not authorise the particular job to proceed until you are satisfied that it is safe to do so.**
- **Contact your Client if necessary.**

Note: If the contractor refuses to stop work, or discuss the matter in a reasonable manner, you have the right to ask the contractor to leave the unit.

## Accidental Release of Asbestos Fibres

Occasionally contractors have exposed our employees to asbestos fibres by inadvertently cutting into materials that contain these fibres. When this happens it is important to:

1. Stop the work immediately to prevent further contamination.
2. Limit exposure as much as possible by sealing off the affected area and not removing anything that may have been contaminated with the fibres (including personal effects, clothes etc).
3. Make sure no one is allowed in the affected area until further tests are carried out to check for possible contamination.
4. If these tests prove positive the affected area will require professional cleaning by a licenced contractor.
5. Further 'clearance' tests will be required to confirm there are no remaining fibres in the area before it can be re-occupied. Make sure the work area is inspected visually at the end of the job, to check it's fit for reoccupation.
6. As soon as possible, you must notify your line manager and inform the HSE Department of the incident.

People who may have been exposed to asbestos are understandably anxious and concerned about the possible effects on their health. Moreover widespread publicity may result. We are all exposed to a low level of asbestos fibres because asbestos was such a widely used material within buildings, machinery, vehicle brakes and homes until 1999, when most forms of asbestos were banned. If employees need reassurance please mention this to the HSE Manager who will arrange for professional counselling from an occupational health specialist.

# Adverse Workplace Temperature



Excessively hot or cold workplace temperatures can be very uncomfortable and increase the risk of accidents occurring. There is no maximum or minimum workplace temperature stated in legislation – the requirement is that the temperature shall be reasonable. There is guidance that the temperature in workrooms should normally be at least 16°C or 13°C where the work involves physical effort.

Excessively high ambient workplace temperature and/or high humidity may occur where ventilation is poor, where air conditioning is not provided or inoperative, or simply due to unusually hot weather conditions. As a temporary measure the following actions should be taken, but if it is a persistent problem, then a more long term solution should be found:

1. Relax work clothing requirements where food safety is not compromised.
2. Provide plenty of cold drinks to employees.
3. Allow more frequent breaks from work to be taken in a cool area.
4. Rotate work to provide relief from hottest areas.
5. Arrange for temporary air conditioning units or fans to be provided.
6. Cease cooking and provide only a cold food service until improvements are made to the ventilation system.

Where workplace temperature is excessively low due to heating system being inoperative or due to unusually cold weather conditions, then you can:

1. Provide temporary space heaters to ensure that the temperature reaches at least 16C.
2. Provide thermal work wear to employees.

## Lift Failure

Sudden or persistent goods or passenger lift failures can severely affect the receipt of deliveries of goods and/or the provision of services. Because there is likely to be more manual handling involved when a lift is out of use, the risk of manual handling injuries is increased. If a lift that you normally use breaks down, you must:

1. Review your General and your relevant Task Specific Manual Handling Risk Assessments to ensure that you manage the risks associated with any revised method of working.
2. Consider alternative routes to transport goods using an alternative lift, wherever possible.
3. Request the Client to provide additional labour resource to assist in bringing goods deliveries, for example, to the Compass area until the lift is in effective and reliable working order.
4. Consider hiring additional labour to assist in increased manual handling tasks.
5. Wherever possible, ensure that items can be carried in one hand so that the other hand can be used to hold handrails on staircases, open doors etc.
6. Consider ceasing hospitality and other services that rely on the use of lifts to transfer food and/or equipment.
7. Where hospitality has to be provided, consider the use of disposable cups and plates etc. to reduce the loads that need to be carried to the venue.
8. Obtain confirmation from your Client and/or the lift engineer that the lift is safe to use after it has been repaired.

# Pollution Incidents - Spills

Please refer to the Environment section of the HSE website for further details.  
HSE Website > Environment > Spill Response



A pollution incident may result in the event of, for example, a chemical's, oil, petrol, milk or alcohol (e.g. beer), or sewage, being spilt to land or water.

If a spill occurs it should be handled in such a way that it prevents injuries to people or harm to the environment, which normally involves preventing the substance from entering a drain, sewer, watercourse or from contaminating soil.

## All colleagues must:

1. Be trained on how to deal with spills, using the Immediate Spill Response Plan on the following page. If the spill substances are not known, the manager must be informed to make a decision on how to respond to the spill.
2. Know where PPE and spill kits are located.
3. Be trained on how to use PPE and spill kits.
4. Know who to inform on site in the event of a spill (e.g. the Unit Manager and site owner or other significant person).

## Unit Manager must:

1. Know who to contact in the event of a major spill, i.e. your local water company or enforcement authority (e.g. Environment Agency, Scottish Environmental Protection Agency SEPA, Northern Ireland Environment Agency NIEA, Environmental Protection Agency EPA or Natural Resources Wales NRW).
2. Ensure that all environmental incidents, near misses or unsafe conditions are reported on AIR3.
3. Review how the spill occurred and take steps to make sure it can be prevented in future.
4. If in doubt, contact your HSE Manager.

# Immediate Spill Response Plan

Please refer to the Environment section of the HSE website for further details.

HSE Website > Environment > Spill Response



## Immediate Spill Response Plan

Many incidents can be prevented, however in the event of a spill or leak it is important that everyone on site knows how to control and contain it to minimise its impact. This spill response plan relates to the accidental releases of *Compass owned* substances such as oil, fuel, milk, alcohol, COSHH and waste cooking oil.

If a substance is **unknown** or it has been identified as a **hazardous non-Compass chemical**, then refer to the client's site-specific response plan.

Remember, if you are ever unsure, or in the event of a waste chemical / HPV spillage contact your divisions HSE Manager immediately for advice.

Person to notify on site:	
Location of PPE:	
Location of Spill Kit (s):	

### IF SAFE TO DO SO

#### STOP > CONTAIN > CLEAN UP > NOTIFY

##### STOP

1. Stop work immediately and restrict access to the area.
2. Where the substance is known, stop the leak or eliminate the source of the spill.
3. Turn off sources of ignition and provide natural ventilation (where appropriate).

##### CONTAIN

4. Put on appropriate PPE. Remember that the substance(s) you may be dealing with could be an irritant, toxic, corrosive, hazardous or highly flammable so great care should be taken.
5. Using the spill kit i.e. granules/pillows/booms/absorbent socks, contain the spill to prevent it entering any drains, watercourses or escaping onto permeable ground.

##### CLEAN UP

6. Once the spill has been fully (or as much as possible) absorbed, place the used spill kit into a suitable container and secure for disposal. Make sure to bring the waste receptacle to the affected area to avoid transporting waste material through non-affected areas.
7. Depending on the spill substance, the used spill kit may have to be disposed of as hazardous waste.
8. If the spill has entered a drain that can be closed or has an interceptor that can temporarily contain the spill, close the valves or oil separators and have the spill cleaned by a spill contractor as soon as possible.
9. If a spill cannot be contained or you require a full clean-up contact SUEZ Rapid Response: 0800 783 7595 or [rapid\\_response@sitaco.uk](mailto:rapid_response@sitaco.uk) quoting *Compass* (this is a chargeable service).

##### NOTIFY

10. If the spill has entered a watercourse or a surface waste drain, contact your local water company or enforcement authority to report a major spill. You may be liable for clean-up costs.
11. In event of waste chemical or HPV spillage or leak contact your divisions HSE Manager immediately for advice.
12. All environmental spills (and incidents) must be reported on AIR3.
13. Inform your client.

To report environmental incidents including potential water pollution incidents:

- In **England, Scotland, and Northern Ireland** contact the Environment Agency's 24-hour hotline on 0800 80 70 60.
- **Wales** contact Natural Resources Wales 24-hour service on 0300 065 3000.
- **Ireland** contact the Environmental Protection Agency on 053 916 0600 (09:00-17:00) or on their dedicated Low Call number 0818 33 55 99 outside of these hours 24-hours a day.

Order PPE from Lockhart via Foodbuy Online, email [foodbuy.lockhart@bunzl.co.uk](mailto:foodbuy.lockhart@bunzl.co.uk) or telephone 03701 667 277.  
Order Spill Kits from Manutan via their website <https://www.manutan.co.uk/en/key/spill-containment>

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# Alleged Food Poisoning

Please refer to **Good Hygiene Practice 19 - Food Safety Incidents + Enforcement** for further guidance.



As soon as any team member receives a complaint alleging food poisoning they must immediately inform their manager or supervisor. The manager or supervisor should deal with the complaint and complete the online Alleged Food Poisoning form as soon as possible, even if all information has not yet been collated. Every effort should be made to speak directly to the person(s) affected in order that detailed information is available.

1. State that you were very sorry to hear of the incident (without admitting liability).
2. Immediately reassure the complainant that it is company policy for our HSE Department to investigate every complaint and that the customer may be able to assist in this process by providing relevant information. Use the alleged food poisoning reporting checklist to gather all necessary detail.
3. The manager or supervisor must always complete the online reporting form. Try to record interview notes on plain paper rather than giving the complainant sight of the checklist. The details can be transferred later. NEVER give the checklist to a customer for completion.
4. When dealing with a complainant, always be polite and concerned;
  - **do not argue**
  - **do not admit liability**
  - **do not diagnose or suggest treatment**
  - **do not offer excuses**
5. Note the customers contact details; name, address and telephone number.
6. Establish which food is implicated and why.
7. Ask for details of all symptoms suffered, the onset time and the duration. DO NOT prompt the complainant by suggesting possible symptoms, the answer will invariably be in the affirmative.
8. Request details of any meals consumed relevant to the allegation.
9. Check whether a doctor has been consulted and whether a stool/faecal sample has been provided. This is often the case where food poisoning is suspected.
10. Endeavour to retain any remaining food from the implicated meal(s) as this may be required for further analysis.
11. Thank the customer for their co-operation and inform them that their complaint will be investigated and that they will be informed of the outcome shortly.

**All food poisoning allegations must be immediately notified by telephone to your Line manager and HSE Manager, who will advise of the action to be taken. If you receive two or more related complaints, you should notify Communications Department. Refer to the meet the team list on the HSE website or contact the HSE helpdesk for your HSE Manager contact details.**

**Keep your Line manager informed of all incidents, who will liaise with the Client.**

# Foreign Body Complaints

Please refer to Good Hygiene Practice 19 - Food Safety Incidents + Enforcement for further guidance.



As soon as a member of the unit team receives a complaint alleging that a foreign object has been found in food they should immediately inform their manager or supervisor. The manager or supervisor should deal with the complaint and complete the appropriate documentation. Every effort should be made to speak directly to the person(s) affected in order that detailed information is available.

1. Where risk of further contamination is suspected e.g. glass breakage, any affected food must be immediately removed from service. Retain the food for further investigation. Discuss with your line manager who will contact the Client.
2. State that you were very sorry to hear of the incident (without admitting liability).
3. Immediately reassure the complainant that it is company policy for our HSE Department to investigate every complaint and that the customer may be able to assist in this process by providing relevant information.

The manager or supervisor must always complete the Foreign Body On-line Complaint Form. Try to record interview notes on plain paper rather than giving the complainant sight of the On-line Report Forms. The details can be transferred later. NEVER give the form to a customer for completion.

When dealing with a complainant, always be polite and concerned

- **do not argue**
- **do not admit liability**
- **do not diagnose or suggest treatment (if applicable)**
- **do not offer excuses**
- **Note the customer contact details; name, address and telephone number.**

6. Establish which food is implicated and why.
7. Endeavour to retain any foreign bodies or food from the implicated meal(s) as this may be required for further analysis and record any ingredient product codes and use by / best before dates and batch codes to allow supplier investigation. Take photos of the foreign body, meal and any product labelling and packaging where possible.

Thank the customer for their co-operation and inform them that the complaint will be investigated and that they will be informed of the outcome shortly.

The on-line Foreign Body Complaint Form needs to be completed as soon as is practicable on the AIR system.

**Please DO NOT send the foreign body in the post until you are advised by the Vendor Assurance team of where to post it. Instead, please store the foreign body in the freezer labelled with the AIR reference and mark 'NOT FOR CONSUMPTION'.**

If a foreign object is found in a Steamplicity meal, please immediately inform one of the Steamplicity Central Production Units – at St Albans: +44 (0)1923 858600 or St Helens: +44 (0)1744 766550,

For HSE department out-of hours emergency number please see Emergency Contacts.

# Product Recalls

Please refer to Good Hygiene Practice 19 - Food Safety Incidents + Enforcement for further guidance.



Product Recalls or Product Alerts are used to rapidly communicate information to catering units in all operating companies. Information for these recalls/alerts is received as a Food Hazard Warning from the Buyers, Suppliers and the Media or as a result of a complaint. It may concern product recall or general technical information. You should always liaise with the Client in the first instance.

## What you need to do:

1. Check to see if you have any affected stock, make a note of volumes, isolate and mark as “Quarantined – not to be sold”.
2. Customers may be contacted directly by suppliers, either by telephone or letter with further instructions.  
In Ireland you may be contacted by the commercial team or by Compass Care
3. If you have any concerns or further questions, please contact The Vendor Assurance Team  
[supplychaintechnicalservices@compass-group.co.uk](mailto:supplychaintechnicalservices@compass-group.co.uk) or Foodbuy CET team via 'live chat' or Foodbuy online helpdesk.  
In Ireland contact the commercial helpdesk

For HSE department out-of hours emergency number please see Emergency Contacts.



# Environmental Health Officer/Enforcement Visits

Please refer to **Good Hygiene Practice 19 - Food Safety Incidents + Enforcement** for further guidance.



The most senior manager on the premises at the time must be informed of all Enforcement Officer (EO) visits. All EO visits should be reported to your LINE MANAGER and/or HSE Manager, as soon as possible, after the EO's arrival. Politely confirm to the EO that you are required to report his/her arrival – offer him/her a seat and drink whilst you do so. Your line manager will notify the Client if needed.

1. The EO's identity card should be checked, and his/her name, title, authority and address should be recorded.
2. The purpose of the visit should be established and noted, and you should inform the EO that Compass Group UK & Ireland have a Primary Authority Partnership with Luton Borough Council.
3. The EO should be accompanied at all times and written notes made of any recommendations.
4. The details of the EO visit must be recorded on the Online Enforcement Officer Visit Form as soon as possible.

A written report or letter will normally be provided following EO inspections.

EO Letters will detail contraventions and make recommendations for good practice. Contraventions must be rectified within the specified timescale. Issues that are our Client's responsibility must be communicated to them immediately.

Before the EO leaves the site, try to obtain a list of all the issues he or she intends to confirm in any follow-up report or letter. You can then **immediately enter the details of the visit, including the list of corrective actions, into the Enforcement Officer Visit Form on the Online Company Accident & Incident Reporting System.**

**All EO letters must be copied to:**

HSE Department  
Compass Group UK and Ireland  
Parklands Court  
24 Parklands Birmingham  
Great Park Rubery  
Birmingham  
B45 9PZ

**OR In the Republic of Ireland to:**

Compass Group Ireland  
3rd Floor  
43(a) Yeats Way  
Parkwest Business Park  
Dublin 12

## Legal Notices

Improvement Notices and other Legal Notices are legal documents requiring works to be carried out within a specified time period. It is an offence to fail to comply with one, therefore they must be dealt with urgently.

Prohibition Notices are more serious than Improvement Notices and are used by Enforcement Officers to immediately prohibit an activity, use of equipment, or part or all of the premises.

**In the event of receiving either of the above, your Line manager and HSE Manager must be informed IMMEDIATELY (see Emergency Contacts).**



# Allergic Reactions (Anaphylaxis)



Please refer to:

- **Good Hygiene Practice 19 Food Safety Incidents + Enforcement for further guidance,**
- **Good Hygiene Practice Guide 13 for allergen advice & guidance**

If an allergic customer becomes ill or you suspect a customer may be suffering from an allergic reaction you should **summon emergency assistance immediately by calling 999 or following your site approved emergency procedure.**

There may be a first aider or appointed person on site who can assist or take charge of the situation. Otherwise, advise the emergency services that you suspect your customer may be suffering from anaphylaxis.

Do not move the customer and do ensure that a member of the catering team remains with them until help arrives.

Try to establish what food item may have caused the reaction.

All Allergic Reactions must be immediately notified by telephone to your Line manager and/or HSE Manager or Sector Medical Diet Nutritionist, who will support with the investigation.

Detail must be uploaded to AIR3 as soon as is practicable.

## Emergency Plans

For persons known to have allergic reactions, any delay in administering medication may be critical.

In schools, emergency plans may have been agreed between parents, the school and key staff members on what action is required. Schools may have nominated a First Aider/Appointed Person to administer medication or use an Epipen to administer adrenaline to the casualty.

An Epipen is a prescription medicine applied by injection and is issued only to the affected person or to the school under strict user guidelines from a medical practitioner.

**It must be applied only by authorised persons who have had full training and only in the circumstances agreed in the emergency plan.**

**Always keep the Client informed.**

# Pest Infestations

Please refer to Good Hygiene Practice 3 – Pest Control of the FSMS



Pest infestations can present an imminent risk to the health of consumers due to potential contamination of food or food contact surfaces with food poisoning bacteria and foreign material. Common pests include rats, mice, birds, cockroaches, ants, flies and stored product insects, such as weevils, beetles and mites. Enforcement officers often deal very severely with pest infestation problems and may initiate closure procedures on your food premises.

If signs of pest activity are discovered, you must:

1. Notify your Regional Manager and/or Client immediately.
2. Follow the pest escalation procedure listed within Good Hygiene Practice Guide No3: Pests.
3. If there is a serious pest problem, e.g. rats, mice, cockroaches, prepare to close the catering unit and contact your HSE Manager immediately (see Emergency Contacts) for advice.
4. You should use a specialist pest control contractor to carry out treatment and advise on any proofing measures necessary. This may be your Client's contractor or the authorized Compass pest control contractor.
5. Increase sanitising procedures, particularly before starting food preparation in the morning.
6. Arrange for food, and where possible, food utensils, to be stored securely in pest proof cupboards or boxes.
7. Consider voluntary closure of all or part of the food service until pests are eliminated and premises adequately proofed.
8. Do not try to deal with the problems, set traps or use pesticides yourself.

## Sewage Contamination of Food Rooms

Drain blockages may result in sewage contamination of food rooms, with the potential to contaminate food with food poisoning bacteria either directly or via air movements. If there is sewage contamination in a food room, you must:

1. Notify your Regional Manager and/or Client immediately.
2. Contact your HSE Manager (see Emergency Contacts) for advice
3. Cease the food service completely or provide a reduced food service if the area affected by the contamination can be sectioned off safely.
4. Discard any open food that may have been exposed to contamination
5. Clean and sanitise all surfaces after the blockage is cleared. You or your Client may need to arrange for a professional deep clean from an authorized deep cleaning contractor.
6. Obtain authorization from your Regional Manager before starting a full food service again.

# Refrigerator or Freezer Breakdown

Please refer to Good Hygiene Practice 6 - Food Delivery + Storage



Refrigerator or freezer breakdown or food storage refrigeration equipment that is persistently incapable of holding food at the correct temperature is a serious food safety issue.

Familiarise yourself with:  
Good Hygiene Practice 14 - Catering Premises & Equipment

1. Notify your Regional Manager and/or Client immediately.
2. Move food to other refrigeration if available but take care not to overload it.
3. Use high risk food immediately if acceptable temperature limits and times have not been exceeded.
4. Dispose of high risk foods that have exceeded acceptable temperature limits and times.
5. Dispose of defrosted frozen food that cannot be used.
6. Arrange for equipment to be repaired or replaced.
7. Hire temporary refrigerators and freezers until equipment is repaired or replaced.
8. Reduce food service offers to only food items that can be stored correctly.

## Water Supply Failure or No/ Inadequate Hot Water Supply

Please refer to Good Hygiene Practice 14 - Catering Premises & Equipment

It is a legal requirement that food premises are provided with a hot and cold running water supply at all times. Not only will there be no/limited water supply for food preparation, cleaning, washing up etc., but there may also be no water supply for washing hands, flushing toilets etc. If the water supply should fail or be inadequate then you must:

1. Notify your Regional Manager and/or Client immediately.
2. Immediate cease all food services.
3. It may be possible to provide a bought-in pre-prepared and packaged food service until the water supply is restored. This should be discussed with your HSE Manager (see Emergency Contacts).

# Site Major Incident Procedure

