

EHO VISITS

WHAT TO DO AS A MANAGER

WHEN THEY ARRIVE

- Ensure that the most senior manager is made aware of the EHO Visit.
- Greet the EHO with a smile and make them feel welcome by offering them a drink.
- During initial introductions make sure that you ask to see their I.D and for them to clarify the purpose of the visit.
- If you are based in England advise them that we are part of the Primary Authority Scheme and that we work with Luton Borough Council. As part of this we have an inspection plan that the EHO should be aware of and follow.

Remember that the Primary Authority agreement and the Inspection Plan only apply to England based units.

- Make sure you have something to take notes with during the visit.



DURING THE VISIT

- Accompany the EHO whilst they are on site and answer any questions in a positive and constructive manner.
- Provide the EHO with the following:
 - Food Safety Management System folder (FSMS)
 - Food Safety Log Book, unit food safety forms or your digital HACCP system
 - The completed Training Matrix (either in the FSMS folder or safety conversation folder)
 - Compass E-Learning Records / certificates and any Safety Conversation training records
- Ensure that you and your team members answer any questions accurately and if you are unsure; say that you will double check and confirm back with them before they leave.
- Make notes of any comments, observations and actions required throughout the visit, rectifying any issues identified at the time, wherever possible.
- At the end of the visit, clarify the outcome and write down any areas of concern or issues raised by the EHO. They may provide you with a copy of the initial report - keep this safe as you will be able to upload it to the AIR report when you submit that as per below.



FOLLOWING THE VISIT

- Notify your Line Manager and/or Regional Manager of the outcome of the visit as soon as possible.
- The visit must be recorded on the AIR3 system under Enforcement Contact within 24hrs.
- Use your notes as well as the EHO report to provide as much information as possible in the visit summary section of the report. If you took photos you can upload these onto the system too.
- Upload a copy of the EHO report onto the system, so that it can be reviewed by the HSE Team. If you receive this at a later date this must be emailed to HSE@compass-group.co.uk as soon as possible. (In the Republic of Ireland, your report will be sent to Head Office and you will be forwarded a copy once available.

In Compass Group UK & Ireland we strive for a rating of 5 (In England, Wales and Northern Ireland), Pass (in Scotland) and Satisfactory (in Republic of Ireland). If the rating is 3 or lower in England, Wales and Northern Ireland, Improvement Required in Scotland, or Unsatisfactory in Republic of Ireland (this will be verbally communicated to you in ROI), you MUST notify your Sector HSE Manager as soon as possible.

REMEMBER

If there are any actions following the visit, you must ensure that an action plan is put in place and all actions closed out within the timescales given by the EHO, you can liaise with your Sector HSE Lead for any support you need. Any visits resulting in a rating of 3 or below, Improvement Required or Unsatisfactory will be reported through to the Compass UK and Ireland Leadership Team for review.

