



DECEMBER SEE CARE SHARE UPDATE



NOVEMBER INCIDENTS

Safety Incidents Reported

Near Miss & Hazard Observations:	545
Incidents:	305
Lost Time Incidents:	6
RIDDOR Incidents:	2

Top 3 Incident Types

Slip, Trip or Fall 92

Cuts 74

Burns & Scalds 56

Food Incidents Reported

Alleged Food Poisoning:	17
Foreign Bodies (in Unit):	3
Foreign Bodies (Supplier):	3
Substantiated Allergies:	1
Enforcement Visits:	218

HSE UPDATES & REMINDERS

HSE UPDATES

Workplace Safety Management System

The new system is now available to order from Linney My Store and covers the Essential Risk Assessment as well as Catering risk assessments and task cards. Cleaning and other support services will be available in the coming months. To order visit <https://compass.linney.com>

Incidents relating to abuse

All incidents relating to abuse should be reported via the AIR3 System to ensure that these incidents are captured and appropriate action is taken and we have a log of the incident. Incidents such as this should also be reported to your client if a member of public, client staff or contractor is involved.



WINTER WEATHER – means increased risk



Each year we know that there is going to be darker mornings and evenings, that there is going to be cold, wet and windy days but each year these weather conditions seem to cause hazards and injuries to our customers, clients and team members.

Due this we wanted to highlight and remind all team members that these conditions and risks can and should be managed within our business. If you are a team member that is starting or finishing work in the dark each day, ensure you follow designated foot paths that are well lit and if you need to use a torch to see where you are going.

If you are working or walking externally during your shift, make sure you have the correct clothing and where appropriate wear a high visibility vest or jacket to ensure you are seen but those around you. It is also vital that you are wearing the appropriate footwear and that it is in good condition, if you require new PPE make sure you speak to your line manager.

Finally, a large number of slips, trips and falls happen on the way into buildings, make sure that there are appropriate mats, wet floor signs and warning signs in place to prevent slips at entrances and exits. Don't forget to include service doors and delivery areas on this too. There are a number of safety conversations available on the HSE Website if you feel the team needs some reminders

SAFETY FOCUS – Verbal abuse & violence in the workplace



As some of you may be aware this year, we have seen an increase in the number of cases of verbal abuse, bullying and even violence in the catering and hospitality industry. A few months ago, we shared this topic with our teams but as we approach the festive period there is a chance that the amount of abuse may increase. Whilst we are in the service industry it is not acceptable for any of our team members to be treated this way by clients, customers or by our own staff. For this reason, we are again focussing on Verbal Abuse and Violence in the Workplace for this month's safety update which includes a Safety Conversation and Safety Share on this topic.

Your business or sector may have their own specific guidance, training and information for what to do in these situations, but all incidents of assault, bullying, harassment, verbal abuse and violence must be reported and followed up via the correct channels. Even when there is no physical assault you can and should report all instances on the AIR3 system as there are categories for reporting as either Near Miss or as an Incident. You should also ensure that you report these incidents inline with Compass HR procedures to ensure that correct action is taken where appropriate.

Remember if the behaviour of others (clients, customers or colleagues) makes you feel uncomfortable or unsafe you should speak up and report it. If you see inappropriate behaviour to another team member, speak up and report it. Please have the safety conversation with your teams this week and record it on the group training record card; you can also display this month's safety share on the same topic.

TAKE HOME MOMENT: Christmas tree light safety



It's CHRISTMAS, well it's nearly Christmas and after this year most of us are hoping it to make it as special as possible. For this reason, we wanted to remind you of some safety precautions to take with Christmas Lights this year.

If you have old lights, seriously consider buying new ones which will meet much higher safety standards.

When buying:

- Look for BS Kite mark
- Buy from a reputable retail store
- New lights should be transformed down to 24 volts for safety

Checks:

- NEVER insert/ remove bulbs while switched on
- ALWAYS inspect cables and bulbs for damage

Using:

- Read and follow manufacturers instructions.
- Use an RCD (residual current device) for added protection
- Do not use lights outdoors unless they are specifically designated for outdoor use.
- Keep lights clear of other decorations and other flammable materials