

BMS Review meeting

DATE: 28 November 2023 11:00 – 1:00pm

LOCATION: Parklands Room 206 Birmingham / Birmingham

Attendees	
Mark Armstrong – MA	HSE & Technical Services Director
David Crowe – DC	HSE Director – South Region & Levy - Joined via Teams
Simon Chattock – SC	Head of Vendor Assurance
Nicola Clason - NC	Systems and Auditing Coordinator
Ashleigh Taylor - AT	Head of Environment
Apologies	
Guest Attendees	
	None this meeting
Minutes taken by:	
	Nicola Clason

Actions			
no	Action	Owner	Date
1	Send interested parties document to NC	DC	
2	Once new GHP's done to arrange meeting with Luton Primary Authority with ZH, DC and Rob	DC	
3	To provide updated Legal Registers to NC	DC	
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Supporting material for minutes			
<ul style="list-style-type: none"> Minutes of last management review November 2022 HSE Strategic Objectives 2022-23 Unit Managers HSE Objectives 2022-23 LTIR 22-23 Period 12 Health and Safety P12 Safety Walks 2022-23 Business Management System Manual (BMS) 			

Actions carried forward from last meeting			
<ul style="list-style-type: none"> 			

Meeting opened at 11:00, MA thanked everyone for attending and their continued commitment to supporting this work. Team was reminded that all data and information provided was confidential and not to be distributed.

Exec summary

Positive overall meeting with much discussion; all agenda items covered.

	Below in no order are the areas raised and discussed: <ul style="list-style-type: none"> ➤ Actions arising from last meeting/ISOQAR review
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- All confirmed completed their actions from last meeting.
- **Reviewal of the BMS Manual**
- DC noting that we are no on version 16 of the BMS. The National Inspection Plan has been agreed and will be rolled out in 2024 and we will get the assured advice reissued. Once Rob, New Food Director is onboard and the new GHP's finalised, DC will arrange a meeting with Luton primary authority, for Zoe Hammett and himself and Rob.
- DC commenting on the fact that there is a potential for local authorities to use Origami to record their inspections on using a link on their website / QR code. These audits will then be recorded direct on our system and they would then need to audit as per the question set provided to them as per the national inspection plan. Once an EHO visit has been recorded a notification can then be send to Debbie at Luton Primary Authority to review these and either agree or defend it.
- This years' turnover was 2.5 billion, with approximately 5,900 outlets and 4300 client sites.
- DC noting that the business sectors are still the same with the exception of Universities and Colleagues who had now gone back to Chartwells. MA noting that Healthcare, Retail and ESS are all now part of the CompassOne group. DC confirming that PFizers now only come under Levy UK&I.
- DC has removed reference to COVID as an external issue and has included international unrest and effect on the supply chain impact. There has been no amendments to leadership commitments. MA confirming that the MRA review is still carried out every 6 months. AT confirming that the Environmental Aspects has also been update and is now dated November 2023.
- Noting that certain plastics are now fully banned across UK&I, with certain exceptions for Hospitals due to the needs of certain areas for controlling infection etc. AT confirming that Foodsteps is now onboard and communicating out. AT confirming that the Client Impact Report will be published end of February 2023.
- MA noting that he is currently reviewing the Strategic HSE Objectives and also the HSE Unit Objectives. AT confirming that there are now 1900 sites recording their food waste. She will also be looking at creating a dashboard for this to monitor it.
- MA confirming that the Crisis management guide was reissued in February 2023 and the Unit Managers Emergency manual was reissued last year.
- MA and Nick Bracken had a discussion with crisis management line on 14 November and made updates and changes to how things work with them. There was a test done on 29 September on the NHS Contact and MA sent out a message on 21 June with regards to an incident at Central Middlesex hospital to the Senior Leadership team notifying them of an incident. MA confirming that the system had an update today with regards to the number of people on the system.
- DC to make amendments to the food safety lead due on the document due to a member of staff leaving and the new person coming on board.
- DC Noting that he has also included the fact that we are currently monitoring Martin's Law with regards to security. SC noting that Sedex training is ongoing with foodbuy regarding human rights and modern slavery. There is also a working group for human rights supply chain code of conduct which is lead by Group themselves and all countries feed information into it.
- The Code of business conduct has to be completed by all employees with the L&D Portal and note that all business leaders had to sign the ethics and integrity pledge.
- It was noted that Steamplicity have the BRC certification ec-853 licensed premises, The south certificate runs out on 8 November 2024 and the North expire on 28 October 2024.
- SC noting that he still carries out quarterly reviews with brakes.
- NC confirming that there was 441 audits carried out as part of the Tier 2 auditing process.
- Group conducted an allergen management audit against UK systems and DC will include a summary regarding who carried out the audit and the key findings to be included in the BMS.
- **Review of objectives (2022-23)**
- Last years' targets were against LTIR and FSIR and going forward we are now measuring TRIFR and FSIR and not LTI. Finalised the year at 1.30 against a target of 1.35 for LTIR and 0.23 against 0.43 for FSIR. Although we weren't marking against TRIFR this was also tracked and was 5.57 against 7.05.
- DC noting that the rollout of WSMS to catering units done and confirming that for Security there is going to be an overarching RA but there won't be safety task cards as they have general work instructions instead. Targets were set by individual sectors for safety walks. DC suggesting that 2 per

month per sector for senior leadership should be good target. Grounds Maintenance section for WSMS is currently being worked on.

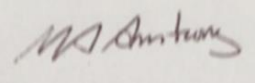
- DC noting that E-learning for HSE Managing Safety in house course will be launched next year and will include See Care Share. Jeanette Whitehead has completed her training for IOSH and is now able to delivery these courses with Rachel Beirne going forward since Chris Moore left. The Senior Management course still needs to be launched to the business.
- Looking to investigate use of QR codes for delivering safety training for 2024.
- DC noting that the Hygiene inspection plan has been developed and now we need to implement this in partnership with our primary authority.
- Allergen revised tablet in place across the business. QR codes for this used in Levy and looking to send across the business. Also Checkit in place for enhanced monitoring of food safety standards and this needs to now be pushed out to more of the business.
- AT noting that she is on track with the Environment documents and that they will be looking at a time in January to add something to the Origami portal for recording this. SC noting that there is a continuation of training for Carbon Literacy within foodbuy.
- Global standards are maintained, and we continue to follow these as set out.
- SC confirming that the Supply chain is maintained against tier 1 and 2, we currently have tier 2 and we have maintained this so far.
- Where there are the tech capabilities sites as of next year the sites are to complete all the Quarterly Records online via the Origami portal.
- There is a Support action plan for units not achieving full compliance in HSE Quarterly Records, Internal and External audits.

- **Overall performance improvements and process development**
- MA noting that the change this year is away from marginal target improvement to targets much closer to actual achievement. Moving from LTIR to TRIFR now. Group level have now adopted TRIFR.
- There have been various sector awards – full list provided on back of minutes.
- DC noting that the Health and safety e-Learning has now been updated to reflect changes to with the WSMS system and also to incorporate See Care Share into this.
- See Care Share week was run between November 6-10 and 67 % units took part every day, 80% people found it to be engaging interesting and inspiring and the majority found the hazard spotting day on Wednesday to be most engaging. Everyday videos and messages viewed over 1200 times in the week. With 1900 views on workplace posts relating to See Care Share week.
- AT noting that the Environment Food Waste dashboard is being rebuilt.
- SC noting that there will be a launch of a 3 year plan in Foodbuy regarding doing the right thing regarding sustainability meeting environmental criteria.
- Ireland had an Allergen Aware august and due to the success of this there will now be an all sector launch to take part at the beginning of the new year.

- **Client feedback including compliments and complaints**
- DC noting that we had feedback from units with regards to the See Care Share November week and that they had good feedback from the Wimbledon championships this year. Previously there had been issues regarding certain elements and feedback was that we improved the support team and 98% against targets introduced by client.

- **Internal audit results**
- DC noting that he is revising food safety audit to make it a bit more stringent, i.e., weighting on scoring and that we will be reflecting through the auditing process things that the EHO's have been picking up on.
- SC noting that they had completed the SafeContractor audit and the certificate had been reissued.
- NC noting that there had been a total of 441 audits carried out last year and 5055 Safety Walks carried out on the Origami system. **NC to confirm the totals of those recorded on MPRO and Survey Monkey for Chartwells and Healthcare.**

- **Training requirements update**
- Authority to work courses are currently running and can be booked.

	<ul style="list-style-type: none"> ➤ Jeanette Whitehead completed the train the trainer for IOSH and can now assist Rachel Beirne in delivering the IOSH Managing Safety Course. ➤ Jack Roome passed his Level 4 Food Safety course with distinction. ➤ The CDM in practice course was done with the Legal team and a number of the HSE team to enhance knowledge. ➤ DC will train Rob once onboard for the See Care Share training facilitator to enable this to be better rolled out across B&I. ➤ MA noting that OLAT training for operator licences had been carried out at Whiston Hospital and noting that both Jeanette Whitehead and himself are to attend one. ➤ Banksman training is now available to book via the HSE website. ➤ Looking at Future training initiatives to include the use of AI. ➤ MA noting that Jodi Lea is keen for the Legal team to do the DSE trial training and then review the rollout to staff going forward from there. ➤ DC noting that eLearning in terms of safety we currently are sitting 84.82 compliance across the UK&I with currently RA venues and Cuisine Centre currently worst performing sectors and best is Rapport Ireland 94% and B&I 92% and OneRetail 91%. There are currently 464 apprentices in the business. <ul style="list-style-type: none"> ➤ Review of the Policy Documents ➤ Policy review being carried out and launched for beginning of January.
Time and date of next meeting TBC – date – TBC location TBC – time TBC	
	<div style="text-align: center;">  <p>Mark Armstrong H&S and Tech Svcs Director</p> </div>

Awards

- Chartwells
 - RoSPA
 - British Safety Council Award for St Faiths and Merchiston Castle

- Restaurant Associates
 - Junior and Senior Chef of the Year
 - Catey's for People and Training
 - Health Eating Champion of the year
 - Footprint award Highly recommended for reusable packaging

- Levy Restaurants UK&I
 - ROSPA – Gold Medal Award

- ESS
 - ESS Defence and Government Services RoSPA President award
 - IWFM Impact Awards – Junior Chef Academy
 - Angela Lewis Advocate of the year - British Ex-Forces in Business Awards
 - Scott Freeman Public Sector Chef - Craft Guild of the Chefs Awards
 - ESS Op Bridge Team of the year – Public Sector Catering Awards
 - Plant-forward in Defence Sustainability – MIDAS Awards
 - ESS Contract Caterer of the year – Contract Catering Awards
 - Tony Murphy Executive Chef of the year – Contract Catering Awards
 - Izabela Ginter Rising Star – Contract Catering Awards
 - Energy - British Safety Council International Safety Award with Merit for 2023

- Healthcare
 - ROSPA Highly Commended 2023

- Foodbuy
 - Footprint Awards for Stakeholder Engagement Aware 2023

- Ireland
 - RoSPA Presidents award
 - NISO Best in category Business Category Award: Facilities Management and Services Award and the Consistent Higher Achiever Award (awarded to organisations who have achieved a distinction award or greater for five years continuously).

Action Close Out

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