

SAFETY

CONVERSATION

WHAT YOU'RE GOING TO LEARN

Following this safety conversation you will understand the purpose of Enforcement Officer visit, what the officer is looking for and what to do if you have a visit from them. You will also understand what action to take following a visit.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Be able to correctly prepared for a EHO visit
- Understand how to manage the visit
- Be aware of what the EHO will be looking for and expect to see
- Know what action to take following a EHO visit or inspection

WHAT YOU NEED TO KNOW

Food safety enforcement officers (Environmental Health Officers) visit food businesses to undertake routine visits and issue a Food Hygiene Rating (FHR). (There is no rating system in ROI, however, a report will be issued.) They may also visit to investigate a complaint made by a customer regarding an incident or general hygiene standards.

There are some specific actions you should take when a EHO arrives at your unit:

1. Make the most senior manager in the unit aware that the EHO is on site.
2. Greet the EHO and ask to see their I.D. as this will confirm their name and the council that they work for, which should be the council or local authority area the unit is located in.
3. This is also a good time to notify them that Compass have a Food Safety Primary Authority agreement with Luton Borough Council (this does not apply in Scotland or Ireland) and ask them to clarify the purpose of the visit.

During the visit:

- Ensure that they are always accompanied and answer any questions in a positive and constructive manner.
- You will need to provide the EHO with the Food Safety Management System Folder (FSMS), unit Hazard Analysis and Critical Control Point (HACCP) document, the Logbook or Food Safety Forms, as well as evidence of training such as Food Safety Conversations signed off on the Food Safety Training Matrix and Compass Food Safety E-learning Certificates.
- Do not guess the answer to any questions as this could be wrong and consequently impact the confidence they have in how food safety is managed in the unit. If you are unsure ask them to clarify what they are asking.
- Make notes of any comments, observations and actions required throughout the visit.
- Where possible resolve anything identified at the time of the visit immediately or delegate the task to someone else so that you can continue with the EHO.
- At the end of the visit ensure that you clarify the outcome and write down any areas of concern or issues that the EHO highlights. At this point they may provide you with a copy of their initial report, which you need to keep safe.

Following the visit:

- Notify your line manager and or Regional Manager of the outcome of the visit as soon as possible. If the score is 3 or lower in England, Wales and Northern Ireland, Improvement Required in Scotland, or Unsatisfactory in Ireland, you will need to call them as well as your Sector HSE Manager.
- Once notified verbally record the visit on the AIR3 system under Enforcement Contact.
- Use your notes as well as any EHO documentation left to provide as much information as possible in the Visit Summary section of the report.
- If possible upload a copy of the EHO report onto the system, so that it can be reviewed by the HSE Team.

Topic: Enforcement Officer Visits



KEY POINTS TO REMEMBER

- Notify your most senior manager on site when the EHO arrives.
- Greet them and make them feel welcome but always check their I.D.
- Inform them that we have Primary Authority Partnership with Luton Council (this does not apply in Scotland or Ireland).
- Escort them around the unit making sure to take notes and corrective action where possible.
- If they ask any questions answer honestly and constructively.
- Get confirmation of the outcome of their visit.
- Report the visit to your line manager and on the AIR3 system as soon as possible.

FOOD HYGIENE RATINGS

EHO's assess 3 main areas to determine the Food Hygiene Rating

- Food Safety Procedures
 - Structure & Cleanliness
 - Confidence in Management
- In Compass Group UK & Ireland we strive for 5* ratings.

Any visits resulting in a rating of **3 or below, Improvement Required or Unsatisfactory** will result in a HSE Team follow up and the implementation of an action plan.

YOUR VALIDATION

- When the EHO arrives what should you do?
- Who should escort the EHO around the unit?

MORE INFORMATION

- The Compass HSE Website – Food Safety Pages
- GHP 19 – Food Incidents and Enforcement
- FSC No 19 – Food Incidents & Enforcement

