

SEE CARE SHARE LESSONS LEARNED



see



care



share

WE LOOK OUT FOR EACH OTHER

Compass UK & Ireland HSE

INCIDENT TYPE

Allergen Incident

INCIDENT CLASSIFICATION

Allergic reaction

LOCATION

Restaurant

DATE

Oct 2026

INCIDENT SUMMARY

A customer with a peanut allergy bought and consumed a cookie which was labelled as a milk chocolate cookie. It was actually a peanut butter, banana & milk chocolate cookie that was incorrectly labelled. Very soon after eating it they experienced an itchy throat, itchy eyes and itchy hands. They took antihistamine and were ok after this. The cookies were made and baked in-house. They were not labelled when provided to the FOH team from the kitchen. Poor communication between the FOH and BOH when trying to establish what flavour they were, led to them being incorrectly labelled.

WHAT DID WE DO THAT WAS GOOD?



Quick response when the incident was reported



A thorough investigation was conducted to find the root cause of the incident and raise awareness

WHAT CAN WE DO BETTER?



Ensure all foods made or prepared in house are thoroughly and accurately labelled



Communicate clearly with colleagues on allergen matters e.g. repeat back to a colleague to check



Speak - don't rely on pointing to labels

HOW WILL WE DO IT BETTER?



Label foods made or prepared in house with a Compass food label – with all sections completed thoroughly



Speak clearly when checking allergen related matters with colleagues



If a customer asks what 'MC' means, be proactive and ask them if they have an allergy – engage in conversation



Complete documented refresher training on GHP 5 Food labelling & GHP 13 Allergens with all team members

Be Mindful, Speak Up & Get Involved



Be Mindful, Get Involved &

SPEAK UP!

Worried about how things are being run at work? Speak up is our confidential reporting program. If it doesn't feel right, follow your instincts – Be Mindful and Speak up, we are listening.

