

# BMS Review meeting

DATE: 29 November 2022 14:00 – 15:30pm

LOCATION: Parklands Room 205 Birmingham / Birmingham

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

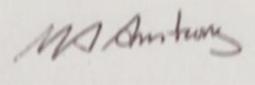
| Actions |   |       |      |
|---------|---|-------|------|
| no      | Action  | Owner | Date |
| 1       | Contact Adrian Sherwood with regards to disaster recovery for IT              | DC    |      |
| 2       | MA to communicate to the Exec Team the new recall process as the next meeting | MA    |      |
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| Supporting material for minutes   |  |  |  |
|---|--|--|--|
| <ul style="list-style-type: none"> <li>Minutes of last management review November 2021</li> <li>HSE Strategic Objectives 2021-22</li> <li>Unit Managers HSE Objectives 2021-22</li> <li>LTIR 20-21 Period 12</li> <li>Health and Safety P12</li> <li>Safety Walks 2021-22</li> <li>Business Management System Manual (BMS)</li> </ul> |  |  |  |
| Actions carried forward from last meeting   |  |  |  |
| <ul style="list-style-type: none"> <li></li> </ul>  |  |  |  |
| Meeting opened at 14:00, MA thanked everyone for attending and their continued commitment to supporting this work. Team were reminded that all data and information provided was confidential and not to be distributed.  |  |  |  |
| <u>Exec summary</u>   |  |  |  |
| Positive overall meeting with much discussion; all agenda items covered.  |  |  |  |

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|  | <p>Below in no order are the areas raised and discussed:</p> <ul style="list-style-type: none"> <li>➤ <b>Actions arising from last meeting/ISOQAR review</b></li> <li>➤ All confirmed completed their actions from last meeting.</li> </ul> |
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- DC to speak to IT to find out if they have done this year's disaster recovery plan.
- **Reviewal of the BMS Manual**
- DC running through the BMS document and noting that we are now on V15.
- Chris noted that there was a formal annual review of FSMS as part of our assured advice with Luton.
- DC noting that most of the information is still accurate and up to date and that the only major changes are with the Environment section and the new Net Zero system and targets.
- CM noting that the Food Safety Enforcement plan in partnership with Luton Primary Authority to coordinate enforcement activity across UK&I has been delayed until July 2023. Plan is to look at it from a subsector level first and then across all sectors.
- Turnover increased to 2.1 billion. Sectors are now slightly different in how they are broken down i.e.
  - Business & Industry: Eurest Services, 14Forty, LSS, Dine Catering
  - Fine Dining: RA Group, RA Venues & Universities, Rapport
  - Education: Chartwells, PPP-IML
  - Sports, Leisure & Hospitality: Levy UK & Ireland, Payne and Gunter, Keith Prowse, Lime Venue Portfolio, Jockey Club Catering, Venues Collection, Fitzers
  - Healthcare: Medirest, White Oaks, Cuisine Centre
  - Retail & Instore: One Retail
  - Defence, Marine and Aerospace: ESS
  - Energy, Government & Infrastructure: ESS
- DC noting that he has now removed Covid Pandemic from the external issues and has entered in the cost-of-living crisis and the Net Zero piece.
- Management systems scope still the same and not changed. Updated around environment etc. policy statements will be updated 2023.
- MA confirming that the last MRA review was on 6 June 2022.
- Climate impact report coming out in the next few weeks. Group sustainability report and CR report to be included in the BMS.
- Crisis communication is now moved from Everbridge to AlertMedia who has now taken over from this. Foodbuy system test was done on the NHS Foodbuy contracting 21 February 2022. NHS Contract was redone last week via AlertMedia 17 November 2022.
- Making relevant adjustments to the BMS to include all changes made this year / updates done this year.
- Narrative to be added into the BMS with regards to auditing our own systems.
- **Review of objectives (2019-2020)**
- Reviewing last year's targets and noting that the LTIR finished as 1.03 against a target of 1.39 and FSIR was 0.19 against 0.47.
- DC confirming that See Care Share has now been rolled out in Levy, ESS, Healthcare, Chartwells and RA (Exec Level for RA) and B&I are looking at this for the beginning of 2023.
- CM noting that there has been 5 IOSH Managing Safety courses run in 2022 with 3 planned for next year so far. The course is currently in high demand.
- Percentage of company cars which have moved to electric cars in the business are 33%, with 18% being hybrid and all new cars on order being all electric.
- Fleet policy – there has been a new driving policy rewritten by Louise Goss, and she is currently working on a new Operator Licences policy. MA noting that 1,706 drivers have completed and are valid to drive, 6 revoked and 9 pending on the TTC system.
- NC confirming that the HSE Website is updated as and when needed, new WSMS and FSMS documents were added onto the website when launched. New images added to the website to refresh it.
- SC noting that the supply chain integrity standards audits are now only Tier 1 & 2 and confirming that we are currently sat at 2 but due an assessment.
- DC noting that all Incidents packs, audits, EHO's are now tracked to close out on the AIR3/Origami system.
- AT noting that recording of food waste on source this is still moving forward – Group targets have been confirmed with a maximum of 950 units for FY23, linked to bonuses and then link to UK targets to push forward. AT confirming that there are some final edits on the training videos and dashboards have been created. Looking to do a full comms piece in January.

- CM noting that the FSMS review was carried out this year and an update released. Develop and deliver 2021 allergens awareness campaign was delayed due to COVID but is now placed for 2023. Quarterly review meetings are carried out with Luton Primary Authority and that assured advised for pests and hot water was renewed.
- FIR 2019 labelling solution for PPDS is fully compliant and was delivered across UK Business ahead of October implementation of FIR + e-learning training package and GHP guide,
- Medical diet portal and management system for Chartwells and Healthcare currently on hold due to re-scope and costs.
- Allergen working group has been maintained across Compass UK with recommendations to strengthen the Compass allergen management strategy. A gap analysis was conducted against Compass Group (Oct 21) and produced updated allergen action plan tracking all 22 actions. Allergen compliance included in HSE internal Audit / Go & See operational audit / PP audit.
- There has been a full review of food safety e-learning with both Level 2 (Frontline) and Level 3 (Supervisor/Manager) food safety courses developed and released in 2021.
  
- **Overall performance improvements and process development**
- CM noting that he had attended a meeting where the Catering Industry Guide UK Hospitality was discussed as it has been republished and note that this will be reviewed to include in our systems for best practice
- There have been various sectors awards – full list provided on back on minutes
- DC noting that the Source now contained calorie information for labelling – April 2022.
- WSMS (Workplace Safety Management System) launched in October this year for catering and planning to launch cleaning, portering, business and office Jan / Feb. Grounds maintenance will be the final one around springtime. Security work of SOPs and there will be an overarching Risk Assessment completed as part of this.
- DC noting that SC and himself have been working through the new product recall. This will now be contained in AIR3/Origami. SC and his team are able to complete a form on the system and then email this out to those units effected. The system is reliant on Teams on the ground ensuring that they update their contact information on the system. A dashboard has also been created to be able to track this and the system set up to chase with reminders in 72 hours if nothing has been done by the site.
- SC confirming that the supply code of conduct is now being rolled out to all suppliers; this is a Group led initiative which all countries have to report on every year, 3<sup>rd</sup> party review and due diligence. One Trust Screen tool to put all suppliers through. Looking at using AI technology for any issues in the supply chain.
- AT deposited return scheme in Scotland will be launched, more of a conversation around manual handling. Still being developed at higher level to be able to see how it works back at site level. August 2023.
- Scratchcard initiative, is being launched next year as part of the See Care Share program aimed at encouraging leadership engagement and safety rewards recognition for Site teams. There will be instant win cards with all cards being entered into a monthly super draw. Selection of cards to be given out to the teams to handed out in recognition of good HSE behaviours. AIR3/Origami to be used with a QR code to register. This will be budgeted on a monthly basis but if individual MD's wish to purchase more for their sector at their own cost then this will also be available. DC noting that there will also be a place for the leaders who give out the cards names to be entered for helping with better tracking. Going to run for 6 months initially to see how it goes and take it from there.
- MA noting that we now sit under Jodi Lea in Legal due to recent changes and that the HSE Admin team have moved to the Parklands building from the Limes building to sit with the Legal department as part of these changes.
  
- **Client feedback including compliments and complaints**
- SC monthly review of complaints data with NSF and QA team – generally send QAs out to the units that have been complaining, the unit managers usually say generally ok but have odd issues.
- There has been feedback with regards to the WSMS on Microsoft forms (minimal at this stage) and See Care Share on Survey Monkey.
- Feedback, compliments and complaints sit with the individual sectors to deal with.
  
- **Internal audit results**

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|  | <ul style="list-style-type: none"> <li>➤ Audits carried in total was 351 audits compared to 86 carried out last year. There has also been 7,678 Safety Walks carried out during the year.</li> <li>➤ 1<sup>st</sup> tier auditing i.e. HSE Quarterly Record – 2004 have been entered onto the AIR3/Origami system. Try to move to a focus of this online so more visibility can be had.</li> <br/> <li>➤ <b>Training requirements update</b></li> <li>➤ Working at height AP training completed by 6 people.</li> <li>➤ 8 of the Compass team have completed the Tech and Pasma and IPA training.</li> <li>➤ MA, LG and DT have completed their authorised engineer course.</li> <li>➤ DC has done is first aid refresher course.</li> <li>➤ EJ, DC, LG, ZH, BB, JJ, NC have all done the Mental Health First Aider courses.</li> <li>➤ EJ has also completed his Level 4 Food Safety course.</li> <li>➤ PP has completed the following Authorised Person (Petroleum), Authorised Person (Ventilation) and Authorised Engineer courses.</li> <li>➤ DC has trained JJ, JW, RB, EJ, BF and RP to be able to deliver the See Care Share Facilitator Course.</li> <li>➤ <u>?? can we confirm please - 5-6 CDM practice course.</u></li> <li>➤ General compass food safety level 2 training assured through the primary authority and contains Environment has been launched. CM noting that his is looking at obtaining external accreditation via RSPH for this.</li> <li>➤ SC noting that the Group ethics and integrity training senior management, code of business conduct above unit teams courses have also been done.</li> <br/> <li>➤ <b>Review of the Policy Documents</b></li> <li>➤ January 2023 – MA and AT to review the policy documents and send through to Robin Mills to review and sign and provide back to be launched on the HSE Website for January 2023.</li> <li>➤</li> </ul> |
|  | <p><b>Time and date of next meeting TBC – date – TBC location TBC – time TBC</b></p>  |
|  | <div style="text-align: center;">  <p><b>Mark Armstrong</b><br/>H&amp;S and Tech Svcs Director</p> </div>  |

# Awards

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- Eurest
  - CSER Award – Eurest – for their exceptional work as they strive to meet Net Zero by 2030
  - Business and Industry Caterer of the Year – Eurest – “raising the bar for the sector with its social and environmental strategy”
  - Healthy Eating Champion – Rees Bramwell, Eurest – the judges commented “for one person to lead a sea-change in the UK’s biggest caterer is extremely impressive”
  - Workplace caterer of the year at the CATEY’s
  
- Restaurant Associates
  - RA - received 3 star Food Made Good accreditation with the Sustainable Restaurant Association
  - RA Uni’s – Footprints Economic Sustainability Award
  - RA Uni’s – Footprint Sustainability in Education Award
  - RA Uni’s – Foodservice CATEY’s Best Use of Technology in Education
  - RA Uni’s – Best Waste Reduction Technology Waste 2 Zero Award
  - Rapport – The CATEY’s for Best People and Training team
  
- Catering Services Ireland
  - Awarded “Best Closed Loop Project” for its collaboration with Hexafly.
  
- Levy Restaurants
  - ROSPA – Gold Mesal Award for 7<sup>th</sup> year running
  - Contract Caterer Awards 2022
  
- ESS
  - People and Training Award – ESS – who were recognised for the delivery of their wellness commitments and strategy, as well as their highly regarded approach to employee wellbeing and engagement.
  - ROSPA Presidents Award for Defence and Government Services
  - Graham Singer won Craft Guild of Chef’s
  - Sustainability public sector catering
  - Collaboration at the ICW awards
  
- Healthcare
  - ROSPA Highly Commended 2022
  - Award for “Staff Engagement and improving staff experience & medical education for healthcare professionals at the PENNA awards (Patient Experience Network)
  - Awarded ‘Exemplar trust for NHSE &!’ at Royal Surrey County Hospital for Catering and Cleaning Services
  - Innovation Award and the Sustainability Award at AHCP
  
- Nick Vadis
  - Compass UK & Ireland Culinary Director, receiving the Outstanding Contribution Award – the award is open to chefs from all sectors, recognising an individual who has made an outstanding contribution to the industry.

## Action Close Out

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