

SEE CARE SHARE LESSONS LEARNED



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WE LOOK OUT FOR EACH OTHER

Compass UK & Ireland HSE

Month Year

INCIDENT TYPE

Food Allergy

INCIDENT CLASSIFICATION

Substantiated near miss

LOCATION

Online and FOH counter

DATE

28/01/26

INCIDENT SUMMARY

The on-line app available for the guests to browse before coming to the canteen was updated that morning by a member of the team.

The dish was named as Crispy Chilli Oil & Prawn Crackers

The whole dish was entered as vegan when it was only the crispy chilli oil which was vegan, not the prawn crackers.

This mistake was noticed before any guests consumed the food.

Information at site was correct with no mention of "vegan"

WHAT DID WE DO THAT WAS GOOD?

- ✓ Signage was in place on the counter. Information at the counter was correct
- ✓ Action was taken swiftly and made good before any guests had eaten
- ✓ Reported the case on Air3 as quickly as possible

WHAT CAN WE DO BETTER?

- 💡 allow for an extra check to take place for on-line entries by a 2nd person so human error is double checked
- 💡 include allergen training in all shift briefing
- 💡 Have more members of the team trained as Allergen Champions

HOW WILL WE DO IT BETTER?

- 🔄 Care must be taken when combining ingredients to create a total dish allergen summary to include info from each component
- 🔄 Consult with the client team to ensure that information is periodically reviewed
- 🔄 Ensure all the team are up to date on their allergen training and Allergen Champions in place each shift

INCIDENT PHOTOS



The image showing the VEGAN declaration from the on-line portal



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 – Speak up, we are listening.